

Verizon Enterprise Center Traffic Reporting User Guide

Version 1.19 Last Updated: October 2019

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Getting Started

Sign In

1. Go to https://sso.verizonenterprise.com. The sign in screen appears.

Verizon Enterprise Center Home

The Verizon Enterprise Center enables you to order, manage, and pay for your voice and data services through one portal. You can access multiple tools 24 X 7 with a single user ID and password. You can also review and pay invoices online, monitor and configure your inbound and outbound network, report on network performance, create trouble tickets, and order Verizon products and services.

Access Traffic Reporting

2. Select **Manage Account | Call Detail and Summary Reports** at the top of the screen. Traffic Reporting opens in another browser window.

-OR-

Select **Manage Account**, and then click **Product Tools** under *Product Tools* to access the link to Traffic Reporting if you do not see it listed.

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|--|-----------------------------------|--|----------------------|
| | | Maintenance Downtime <u>View Details</u> | |
| verizon Manag | e Account) Support | | Portal Updates 📘 Mot |
| Internet & Wired Communications | | | - |
| My Workspace | Service | Product Tools | - |
| Billing | View Inventory Manage Requests | Inbound Network Manager | |
| View Invoices | View Alarms | Call Detail and Summary Reports IP Performance Reporting | |
| View Inquiry | view Alcarrie | View All | |
| Reports | | | |
| Make a Payment | | | |
| Manage Payment Methods | | | |
| Create Inquiry | | | |
| Change Billing Address | | | |
| Update Paperless Billing | | | |

Traffic Reporting Overview

Traffic Reporting provides visibility into the overall health of your voice network. You can report on every call attempt (including incomplete and blocked calls) to identify end-to-end call completion and blockage rates. With Traffic Reporting, you can:

- Determine peak calling periods to tailor agent staffing levels
- Optimize circuit capacity planning
- Isolate key market demographics

Traffic Reporting and Traffic Monitor features enable companies to:

- Monitor network performance
- Plan and design network management operations
- Manage agent staffing requirements
- Minimize lost callers
- Reduce long hold times
- Manage telecommunications resources
- Make quick adjustments to changing environments based on early warning signs of problems

You can select from several reporting options, including flexible formatting and shift reporting. You can upload toll-free numbers and service locations into a reporting profile and have reports delivered via the web or an eFTP embedded client. Run predefined daily, weekly, monthly, or ad hoc reports.

- Using the Call Detail and Summary reports in Traffic Reporting, you can learn:
- When calls came in
- When they got through
- When calls were blocked and why
- Average call length
- How many calls overflowed
- How many people hung up before their call was answered
- **Note**: Refer to the Traffic Reporting Reports Guide for detailed information on the actual reports and the data presented. The purpose of this guide is for using the tool, creating report profiles, shift definitions, and accessing reports.

User Preferences

You can set your report preferences so they are automatically selected when you create report profiles.

| Create Profile 💌 Manage Profiles 💌 Miscellan | eous 💌 | | |
|---|---------------------------------------|---|---------------------|
| Traffic Reporting Home List Profiles Manage Shift Definitions | | | |
| Traffic Repo | | | |
| About This Tool | Create Profile | Manage Profiles | |
| Use Traffic Reporting to view summary and call detail information via a variety of reports. You can use these reports to analyze inbound and outbound network performance, plan for staffing requirements and manage your telecommunications network. JavaScript Required. | - Inbound | List Profiles Manage Shift Definitions User Preferences | • |
| Report Inbox | | | |
| Report Type Inbound • Profile Type All Profile Name All • | v | | |
| Delete Selected Report(s) Refresh | | | |
| All Reports By Hour Reports By Date Reports B | y DOW Reports By Week Reports Inbound | Call Detail Reports One Time Reports | Showing 1 to 1 of 1 |
| Status Time Range (MM/DD/YYYY) | Profile Name/Report Title | Frequency | y Format/Size |
| Completed 04/01/2017 00:00-04/30/2017 00:00 | One Time / Inbound Call Detail/Inb | ound Call Detail One Time | <u>CSV</u> - 281 k |
| Show 10 • rows Update | Page 1 of 1 | Jump | to page GO |

1. Select **Manage Profiles** | **User Preferences** from the drop-down menu at the top of the screen. The *Preferences* screen appears.

-OR-

Click User Preferences under Manage Profiles. The Preferences screen appears.

| Create Profile | Manage Profiles I Miscellaneous I |
|--------------------------------------|--|
| Traffic Reporting H | lome / Manage Profiles / Preferences |
| Preference | es 🥑 |
| Report Prefer | rences |
| Time Zone Date Format | US Eastern Time V.S.Domestic (mm/dd/yyyy) |
| Language Retention Period | US English V 14 V |
| Delivery Confirmation All Rows | |
| Duration Format | Minutes/Seconds (MMM:SS) ▼ |
| To modify your u | rprise Center User Notification Information user information, contact your company administrator stine |
| Alternate Use | er Notification |
| Submit Cance | |

- 2. Specify your *Time Zone*.
- 3. Select your preferred Date Format.
- 4. Select your preferred Retention Period: 1 30 days.
- 5. Check **Delivery Confirmation** if you want to be notified by email when a report is ready.
- 6. Check **All Rows** if you want to view empty cells in your report; otherwise they are not included.
- 7. Select your preferred Duration Format.
- 8. Check **Email** to receive email notifications. This email address is the email address on record for your Verizon Enterprise Center account.
- 9. Enter an alternate email address if you want someone else to also receive email notifications.
- 10. Click Submit.

Report Profiles

Create a Profile

You can create recurring or one time report profiles.

| Create Profile Manage Profiles Miscellan | eous 💌 | | | |
|---|--------------------------------|--|-----------------------|-------------------|
| Traffic Reporting Home _② | | | | |
| About This Tool | Create Profile | Manage P | rofiles | |
| Use Traffic Reporting to view summary and call detail information via a variety of reports. You can use these reports to analyze inbound and outbound network performance, plan for staffing requirements and manage your telecommunications network. JavaScript Required. | • Inbound | List Profile Manaαe S User Prefe | - hift Definitions | |
| Report Inbox | | | | |
| Report Type All Profile Type All | T | | | |
| Profile Name One Time Requests V | | | | ÷tz |
| Delete Selected Report(s) Refresh | | | | |
| By Hour Reports By Date Reports By DOW Reports | By Week Reports Inbound Call D | etail Reports One Time Reports | Sh | owing 1 to 1 of 1 |
| Status Time Range (MM/DD/YYYY |) | Report Title | Frequency | Format/Size |
| Scheduled 04/01/2017 00:00-04/30/2017 0 | 0:00 | Inbound Call Detail | One Time | N/A |

1. Select **Create Profile** | **Inbound** from the drop-down menu at the top of the screen. The *Create Inbound Reports* screen appears.

-OR-

Click Inbound under Create Profile. The Create Inbound Reports screen appears.

Verizon Enterprise Center

Traffic Reporting User Guide

| Report Definition | | | | | | | |
|---------------------------------------|------------------|---|---------------------------------|-----------------------------|---|--------------------|----|
| Profile Name Geographic Summary | | Profile Type Recurring v | Report Level Dialed Number 🔻 | Copy Profile None • |] | | |
| Report Selection | | | | | | | |
| Report Name | | | Format | | Frequency | Delivery Method | 1 |
| Caller Profile Summary | | | CSV XLS P | DF | DWM | Web 🔻 | - |
| Executive Summary | | | CSV XLS P | DF | DWWM | Web 🔻 | 1 |
| Executive Summary, Primary and Hidden | | | CSV XLS P | DF | D W M | Web 🔻 | 1 |
| Geographic Summary | | | CSV XLS PDF | | ✓ D | Web 🔻 | 1 |
| Geographic Summary, NIV | /R Hidden Number | | CSV XLS PDF | | D | Web 🔻 | 1 |
| Inbound Call Detail | | | CSV XLS | | D | Web 🔻 | 1. |
| wailable | Add | * Selected 80014248638 8002000414 | Add | Date Format L Language L | JS Mountain Time J.S.Domestic (mm/dd/yyyy) ▼ JS English ▼ | T | |
| | Keniove | 8002000484 8002000636 8002000770 | | Periou | 4 🔻 | | |
| | | 8002001383 8002001476 | | Confirmation | | | |
| | ✓ removeAll | 8002002035 | • | All Rows | | | |
| Jpload from File | (| | | Primary 🖉 | | | |
| Choose File No file chose | en Up | load | | Duration Format | /linutes/Seconds (MMM:SS) 🔻 | | |
| Status of Upload | | | | | | | |
| status of opioad | | | | | | | |

Report Definition

- 2. Assign in unique name to the report profile in the *Profile Name* field.
- 3. Select **Recurring**, **One Time**, **Recurring Shift**, or **One Time Shift** from the *Profile Type* drop-down list.
- 4. Select **Dialed Number**, **Corp Id**, **Enterprise Id**, **Hidden Number**, or **Service Location** from the *Report Level* drop-down list.
- 5. Select a previously created profile from the *Copy Profile* drop-down list if you want to copy the parameters of that profile.

Report Selection

6. Select the reports you want to include in your profile.

- 7. Click on a report name to add or remove columns.
- 8. Select **CSV**, **XLS**, or **PDF** as the report format. Available report formats depend on the report type.
- 9. Select D (daily), W (weekly), or M (monthly) as the frequency.
- 10. Select **Web** or **eFTP** from the *Delivery Method* drop-down list. Refer to the eFTP User Guide for instructions on using eFTP.

Profile Preferences

- 11. Search for specific numbers/service locations, if applicable.
- 12. Select numbers/service locations from the Available List.
- 13. Click Add, or Add All to add them to the Selected list.

-OR-

Click **Choose File** and upload a spreadsheet if you want to bulk upload numbers/service locations.

- 14. Select the Time Zone.
- 15. Select the Date Format.
- 16. Select the Retention Period: 1 30 days.
- 17. Check **Delivery Confirmation** if you want to receive an email when a report is ready.
- 18. Check All Rows if you want to view empty cells in your report; otherwise they are not included..
- 19. Check **Primary** if this is to be your primary report profile.
- 20. Select the Duration Format.
- 21. Click **Submit**. Your profile was created and your reports were scheduled.

You will not see any activity in your inbox until the system process the request. Recurring reports are listed in your inbox when they are scheduled to run. One Time profiles are listed in near real-time.

Edit a Profile

You can change any of the parameters of a saved report profile.

| Create Profile Manage Profiles Miscellar Inaffic Reporting Home | eous 💌 | | | |
|--|-----------------------------------|---|------------|--------------------|
| Traffic Reporting Home Manade Shift Definitions User Preferences | | | | |
| About This Tool | Create Profile | Manage Profile | es | |
| Jse Traffic Reporting to view summary and call detail normation via a variety of reports. You can use these eports to analyze inbound and outbound network performance, plan for staffing requirements and manage your telecommunications network. JavaScript Required. | • Inbound | List Profiles Manage Shift De User Preference | | |
| Report Inbox | | | | |
| Report Type Inbound • Profile Type All Profile Name All • Delete Selected Report(s) Refresh | v | | | |
| All Reports By Hour Reports By Date Reports E | y DOW Reports By Week Reports Int | ound Call Detail Reports One Time Rep | orts Sh | owing 1 to 1 of 1 |
| Status Time Range (MM/DD/YYYY) | Profile Name/Report Title | | Frequency | Format/Size |
| Completed 04/01/2017 00:00-04/30/2017 00:00 | One Time / Inbound Call Def | ail/Inbound Call Detail | One Time | <u>CSV</u> - 281 k |
| how 10 v rows Update | Page 1 of 1 | | Jump to pa | ge GO |

Home

1. Select **Manage Profiles** | List Profiles from the drop-down menu at the top of the screen. The *Manage Profiles* screen appears.

-OR-

Click List Profiles under Manage Profiles. The Manage Profiles screen appears.

| Traffic Reporting Home / Manage Profiles | | | | |
|--|-------------------|------------------|--------------|--------|
| Manage Profiles 🍙 | | | | |
| | | | | |
| Profile List | | | | |
| Profile Name | Profile Type | Profile Level | | |
| Call Detail | Inbound Recurring | Toll Free Number | Edit | Delete |
| Geographic Summary | Inbound Recurring | Toll Free Number | Edit | Delete |
| Inbound Call Detail | Inbound One Time | Toll Free Number | Edit | Delete |
| Show 10 🔻 rows Update | Page 1 of 1 | | Jump to page | GO |

Manage Profiles

- 2. Click Edit next to a profile. The Edit Profile screen appears.
- 3. Follow the steps in Create a Profile for instructions on defining report parameters.

Delete a Profile

You can delete profiles you no longer need or use.

1. Select **Manage Profiles** | List Profiles from the drop-down menu at the top of the screen. The *Manage Profiles* screen appears.

-OR-

Click List Profiles under Manage Profiles. The Manage Profiles screen appears.

| raffic Reporting Home / Manage Profiles | | | | |
|---|-------------------|------------------|--------------|--------|
| Manage Profiles _(?) | | | | |
| Profile List | | | v | |
| | | | | |
| Profile Name | Profile Type | Profile Level | | |
| Call Detail | Inbound Recurring | Toll Free Number | Edit | Delete |
| Geographic Summary | Inbound Recurring | Toll Free Number | Edit | Delete |
| Inbound Call Detail | Inbound One Time | Toll Free Number | Edit | Delete |
| | Page 1 of 1 | | Jump to page | GC |

Manage Profiles

2. Click **Delete** next to the profile you want to modify. The Delete Profile confirmation appears.





3. Click **OK** to permanently remove the report profile.

Shift Definitions

Create a Shift Definition

You can define a period of time (shift) based on days of the week and times of the day to be used for generating reports. When the shift definition is used to generate a report, only calls that fall within the defined shift will be included in the report.

| Create Profile 💌 Manage Profiles 💌 Miscellan | eous 💌 | | | |
|---|-------------------------------|---|--|------------------------------------|
| Traffic Reporting Home <u>Manage Shift Definitions</u> | | | | |
| Traffic Repo | | | | |
| About This Tool | Create Profile | Manage | e Profiles | |
| Use Traffic Reporting to view summary and call detail information via a variety of reports. You can use these reports to analyze inbound and outbound network performance, plan for staffing requirements and manage your telecommunications network. JavaScript Required. | • Inbound | | tiles e Shift Definitions references | - |
| Report Inbox Report Type Inbound Profile Type Recurring | ¥ | | | |
| Profile Name Geographic Summary Delete Selected Report(s) Refresh | | | | |
| | | | | |
| All Reports By Hour Reports By Date Reports B Status Time Range (MM/DD/YYYY) | y DOW Reports By Week Reports | Inbound Call Detail Reports One Report Title | Time Reports Frequency | Showing 1 to 1 of 1 Format/Size |
| Completed 05/17/2017 00:00-05/18/2017 00 | | Geographic Summary | Daily | CSV - 2 k |
| Show 10 v rows Update | Page 1 of | | Jump to | |

Home

1. Select **Manage Profiles** | **Manage Shift Definitions** from the drop-down menu at the top of the screen. The *Manage Shift Definitions* screen appears.

-OR-

Click **Manage Shift Definitions** under *Manage Profiles*. The Manage Shift Definitions screen appears.

| Managa | Chift | Definitie | nc - | |
|----------------|----------------|------------------|------------|--|
| wanaye | Shint | Definitio | ns 🤊 | |
| This functiona | lity does no | ot apply to VOIP | reporting. | |
| Shift Defin | ition | | | |
| Name | T | | | |
| Save As | 2nd Shift | • | | |
| Definition | | | | |
| Demnition | Day Of Week | Start Time | End Time | |
| | 🗆 Sun | 5 V PM V | 11 V PM V | |
| | Mon | 5 V PM V | 11 ▼ PM ▼ | |
| | 🗹 Tue | 5 🔻 AM 🔻 | 11 ▼ PM ▼ | |
| | ✓ Wed | 5 V PM V | 11 ▼ PM ▼ | |
| | 🕑 Thu | 5 ¥ AM ¥ | 11 ▼ PM ▼ | |
| | 🗹 Fri | 5 V PM V | 11 ▼ PM ▼ | |
| | Sat | 1 • AM • | 1 ▼ AM ▼ | |
| | | | | |

Manage Shift Definitions

- 2. Select a previously created shift definition from the Name drop-down list to use its existing parameters, if applicable.
- 3. Enter a shift name in the Save As field.
- 4. Select the days of the week.
- 5. Specify start/end times.
- 6. Click **Save**. The Save Shift pop-up appears.



Save Shift

7. Click OK.

Edit a Shift Definition

1. Select **Manage Profiles** | **Manage Shift Definitions** from the drop-down menu at the top of the screen. The *Manage Shift Definitions* screen appears.

-OR-

Click **Manage Shift Definitions** under *Manage Profiles*. The Manage Shift Definitions screen appears.

- 2. Select a shift definition from the Name drop-down list.
- 3. Change any of the parameters.
- 4. Click **Save**. The Save Shift pop-up appears.
- 5. Click OK.

Delete a Shift Definition

6. Select **Manage Profiles** | **Manage Shift Definitions** from the drop-down menu at the top of the screen. The *Manage Shift Definitions* screen appears.

-OR-

Click **Manage Shift Definitions** under *Manage Profiles*. The Manage Shift Definitions screen appears.

- 7. Select a shift definition from the Name drop-down list.
- 8. Click Delete.
- 9. Click Save. The Delete Shift pop-up appears.
- 10. Click **OK**.

Report Inbox

The Report Inbox lists all reports that match the current filter criteria.

Scroll to the bottom of the Traffic Reporting Home page to view the Report Inbox.

| raffic Reporting Home _? | | | | |
|--|----------------|-----------------------------|---|------------------------------------|
| bout This Tool | Create Profile | Man | age Profiles | |
| se Traffic Reporting to view summary and call detail formation via a variety of reports. You can use these ports to analyze inbound and outbound network erformance, plan for staffing requirements and anage your telecommunications network. JavaScript equired. Lists the report profiles you created eport Inbox | • Inbound | • <u>Ma</u> | <u>Profiles</u> nage Shift Definitions er Preferences | |
| eport Type Inbound Profile Type Recurring All Recurring One Time Oelete Selected Report(s) Refresh One Time State One Time St | nift nift | Reports a by t | abs | |
| All Reports By Hour Reports By Dat Saved One | | Inbound Call Detail Reports | Dne Time Reports Frequency | Showing 1 to 1 of 1 Format/Size |
| Status Time Range (MM/DD/YYY) | | | | |

Report Inbox

- The Report Type is **Inbound**.
- Select a *Profile Type*: All, Recurring, One Time, Saved One Time, Recurring Shift, One Time Shift, Saved One Time Shift..
- Select a Profile Name. This lists the report profiles you created.
- Select a tab to view a specific category of reports, if applicable.
- Click **Refresh** to update the *Report Inbox*.
- Click on the Format to open and view the report.
- Check a report and click Delete Select Report(s) to delete a report.

Note: Refer to the Traffic Reporting Reports Guide for detailed information on reports.

Customer Support & Training

Customer Support

Contact customer support for any Verizon Enterprise Center issues.

Contact your account team with any account specific questions on equipment or service, pricing information, or adding additional users to the Verizon Enterprise Center.

Click on your name in the top right corner of the screen. Click Contact Us & Send Feedback.

- Call toll-free at 1-800-569-8799
- LiveChat if you have questions or need help
- Send an e-mail for technical questions or to inquire about purchasing products or services

Training

Go to https://customertraining.verizon.com to enroll in training or to download user and reference guides. Create a training account or use an existing account.