

Verizon Enterprise Center Traffic Reporting User Guide

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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.