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Introduction
Welcome
Thank you for choosing Spectrum Business™. As a Spectrum Business customer, you have several ways to view information about your calling plans and calls made using the Call Details portal.

As your company’s Administrator, this portal will allow you to:

• Review calling history, including printing copies and saving to a file on your computer.
• Run call history reports highlighting calling patterns.
• Review information to help you understand and manage your costs.
• View the calling plans assigned to your organization.

While the portal is the most efficient way to perform these tasks, you can also contact Spectrum Business via chat, email or phone with a service request if you encounter difficulties.

How to Use this Document
This document is organized into sections based on common tasks that you might wish to perform in the Call Details portal when managing your Spectrum Business Voice or PRI/SIP Trunk expenditures and reviewing your calling patterns. These tasks may include analyzing your call history, running reports and getting help.
Accessing Your Call Details
Accessing Your Call Details

Accessing the Call Details portal starts with signing in to a self-service portal (My Account, Voice Manager or the Trunk Services portal depending on your services) using your Administrator account. From Voice Manager or the Trunk Services portal, click on the "Call Details" tab. From My Account, click on “View Phone Usage.”

When accessing it from either Voice Manager or the Trunk Services portal, it will be embedded as a tab in the navigation.

When you click “View Phone Usage” from My Account, the Call Details portal will open in a new window with slightly different navigation. In this case, the sub-navigation tab described in this Guide will be the primary navigation.

For security purposes, anyone accessing the Call Details portal must have a Spectrum Business™ Administrator account to prove that they are authorized to view your Spectrum Business services.
Viewing Call Details
Viewing Call Details

The Call Details portal enables you to:

- View your call details for outgoing local, long distance, international, operator-assisted and directory assistance calls, along with toll-free calls (if subscribed to Spectrum Business™ Toll-Free service).
- View online statements by month.
- View online reports by month (e.g., Top 10 Highest-Cost Calls, Time of Day, Day of Week).
- Adjust the data view by a telephone number or in total.
- Print copies of the monthly statements (call detail by month).
- Save the call detail as a file.

The Overview Page

When you first access the Call Details portal, you will see the Overview tab. By default, this provides a summary of all calls for the current period.

The information is available for online viewing, downloading and printing. Please allow up to 48 hours after a telephone number is activated or changed for the call usage details to be available on this site.

When you open Call Details, a new set of sub-tabs will be displayed:

1. **Overview Tab:** Access Call Summary and Call Details. If you have Spectrum Business Toll-Free service, these calls will be included here.
2. **My Plan Tab:** Here you can review the calling plans that are assigned to your account.
3. **Usage Reports Tab:** On this tab you can generate customized reports such as Top 10 Highest-Cost Calls, or Time of Day Usage Summary.
4. **Downloaded Reports Tab:** Any reports you have downloaded previously can be found here for seven days. An indicator displays how many reports are available on this tab.
Viewing Call Details

1. The current billing period is displayed by default, which shows unbilled charges. You can click on this drop-down to see up to four months of historical billing data.

2. If you have more than one service (e.g., Spectrum Business™ Voice and PRI/SIP Trunk service), you can see information about each service by clicking on the drop-down menu.

3. To see more information about a service, click any of the titles at the top of the table. This will take you to the Call Summary tab.

4. You can sort the columns by clicking each column header.

5. You can sort the data displayed by Phone Numbers, Call Type or Account Code using the drop-down box. The Account Code option will not appear for PRI/SIP Trunk customers. It will also not appear for Spectrum Business customers if Account Codes are not provisioned on your lines.

6. The information displayed will include the number of calls, duration and charges for each service type. By clicking on a phone number, you can see more information about its calls.

7. You can download a copy of the information by clicking on “Download.” Any reports containing more than 2,000 records will prompt you to confirm the download, and will subsequently populate it in the Downloaded Reports tab.
The Call Summary Tab

There are a number of ways to access the Call Summary tab to see more information about your calls.

1. Click any of the primary headers across the top of the table (service type, number of calls, duration, or charges).
2. Click a specific phone number (if you have the data displayed by phone numbers).
3. Click a specific call type (if you have the data displayed by call type). By default, the information on the Call Summary tab will be displayed, but you can view more detailed information by selecting the Call Details tab.

In each view, you can sort the columns by clicking on the arrow next to each column header. For Spectrum Business™ Voice, the columns provide information about:

1. Call Type: Local, Long Distance, International, Directory Assistance, Operator Assistance
2. Number of Calls by Call Type
3. Duration by Call Type
4. Charges by Call Type
5. Applicable Call Types for that billing period, which are clickable for more information
6. Click on the Call Details tab to view the detailed information for this period

Call Summary only shows chargeable calls. That is, calls for which you would normally be charged a per-minute usage rate. These include outbound long distance calls, both domestic and international, as well as inbound toll-free calls (if subscribed to Spectrum Business Toll-Free service). Call History also shows directory and operator-assisted calls.

Outbound long distance calls that are covered by a Trunk Minutes of Use package are shown, but with a $0.00 charge.

Inbound direct-dialed calls and incomplete calls are not chargeable to you, and therefore do not appear in Call Summary.

If you have the Custom Caller ID feature enabled on a Spectrum Business Voice line, the “Call From” value in applicable usage reports will show the phone line that actually placed the call (i.e., the underlying phone line) versus the Custom Caller ID value.
Viewing Call Details

The Call Details Tab
Click on the Call Details tab to view more information and download more detailed reports. The Call Details tab displays information such as the date and time of the call, the originating and receiving phone number, the destination location, any Account Code entered, the duration, charge and call type. The actual information displayed will depend on the service being viewed.

You can filter the Call Details report by making selections from the drop-down menus at the top of the data. You can filter by:

1. Call Type (e.g., Local, Long Distance, International, Directory Assistance, Operator Assistance, or Show All Call Types)
2. Account Code (if provisioned on your Spectrum Business Voice account)
3. Reporting Period
4. Phone Number
5. When you have made your selections, click “Submit”
6. You can also sort the data based on the column titles. A small arrow will appear next to the column currently being sorted to indicate the sort preference. To sort a different column, simply click the name of the column.
7. You can download a copy of the report by clicking “Download” at the top of the data. Any reports containing more than 2,000 records will prompt you to confirm the download, and will subsequently populate it in the Downloaded Reports tab.
Sometimes you may see a message that the report is too large to sort. In this case, the Portal will generate a downloadable report for you. Wait a few minutes and then visit the Downloadable Reports tab to download it.

**Figure 6: Report Too Large**

**Phone Number Call Summary**
If you clicked on a phone number from the Overview page, you will be presented with more detailed information about the calls associated with that number. See the Call Details tab to learn more about this format.

**Figure 7: Call Summary by Phone Number**
Viewing Call Details

For Spectrum Business™ Voice and Trunk Service, the following information will be displayed:

1. Call Type (e.g., Operator Assistance, Long Distance)
2. Number of Calls
3. Duration
4. Charges associated with the calls made

Click on a Call Type to see more information about those calls for this line.
Click on Call Details to see more detailed information about all the calls on this line.

Call Details by Phone Number and Call Type
If you clicked on a Call Type, you will be presented with details for the calls associated with that phone number for that call type. See the Call Details tab to learn more about this format.

Figure 8: Call Details by Phone Number and Call Type
Viewing Call Details

All Call Details by Phone Number

If you click on Call Details, you will be presented with all call details for the calls associated with that phone number. See the Call Details tab to learn more about this format.

Figure 9: All Call Details by Phone Number
About My Plan
About My Plan

You can review the plans assigned to your account by clicking on the My Plan tab. A new page will be displayed.

Here you can view the following information:

1. The calling plan associated with each service; the default view displays plans for all services
2. The phone number associated with the plan
3. The service associated with the plan
4. The status of the plan (active or disconnected)
5. The date the plan was connected
6. The date the plan was or will be disconnected unless it is renewed

Disconnected plans will remain in the system for six months.
Usage Reports
Usage Reports give you a fast way to understand your business’s chargeable calling activity by using call history information to answer questions such as, “When does my business make the most calls?”

Access to certain reports depend on the services to which you are subscribed:

<table>
<thead>
<tr>
<th>Report Title</th>
<th>Spectrum Business™ Voice</th>
<th>PRI/ SIP Trunk Service</th>
<th>Toll-Free Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Duration</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Top 10 Longest-Duration Calls Report</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Top 10 Highest-Cost Calls Report</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Time of Day Usage Summary Report</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Day of Week Usage Summary Report</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Trunk Overflow Day of Week Call Summary*</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Alternate Routing Day of Week Call Summary</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

*This report is only available to PRI/SIP Trunk customers who subscribe to the optional Trunk Overflow feature.

Usage reports can be accessed by clicking on the Usage Reports tab. The Usage Reports page will be displayed with a series of drop-down menus that will guide you through selection of the parameters for the report.
1. Select the service for which you wish to generate the report. Depending on the services you are subscribed to, your options will be:
   - Spectrum Business™ Voice
   - Trunk Service
   - Toll-Free Service
2. Select the report type. For all three services, your options will be:
   - Call Duration
   - Top 10 Longest-Duration Calls Report
   - Top 10 Highest-Cost Calls Report
   - Time of Day Usage Summary Report
   - Day of Week Usage Summary Report
Additionally, Trunk Service customers will see the following report options:

- Trunk Overflow Day of Week Call Summary Report
- Alternate Routing Day of Week Call Summary

3. Select the reporting period for the report.

4. Select the phone number for the report, or leave the default set to return data for all phone numbers.

5. Click “Submit.”

The results of any report can be sorted by clicking on the column headers.

**Call Duration Report**

This report provides the total duration for all calls for the specified criteria, and itemizes the number of calls by their duration, the number and percentage of calls falling into each duration period, and their cost.

![Call Duration Report](image)

**Figure 13: Call Duration Report**

*Remember: charges shown online are exclusive of taxes, surcharges and fees.*
Usage Reports

Top 10 Longest-Duration Calls Report
This report displays the top 10 longest-duration calls for a particular service (e.g., Spectrum Business™ Voice, Trunk Lead Numbers, or Toll-Free Service) per reporting period.

![Top 10 Longest-Duration Calls Report](image)

**Figure 14: Top 10 Longest-Duration Calls Report**

Top 10 Highest-Cost Calls Report
This report displays the top 10 highest-cost calls for a particular service (e.g., Spectrum Business Voice, Trunk Lead Numbers, or Toll-Free Service) per reporting period.

![Top 10 Highest-Cost Calls Report](image)

**Figure 15: Top 10 Highest-Cost Calls Report**

In some instances, you may see more than 10 calls in these reports if a number of calls all have identical durations or costs. In this case, you will see all calls with the top 10 durations or costs.

NOTES

Remember: charges shown online are exclusive of taxes, surcharges and fees.
Usage Reports

Time of Day Call Summary Report
This report displays a summary of call volume activity for each hour in the selected day and reporting period.

Day of Week Call Summary Report
This report displays a summary of call volume activity for each day from 00:00:00 to 23:59:59 in the selected reporting period.
Usage Reports

Trunk Overflow Call Summary
This report is only available to customers subscribing to the Trunk Overflow feature. It displays a summary of Trunk Overflow call volume activity for each day in the selected reporting period. For customers with Spectrum Business™ Toll-Free service, the Trunk Overflow Calls summary aggregates all inbound calls that were rerouted by Trunk Overflow — including direct-dialed and toll-free.

![Trunk Overflow Call Summary Report](image1)

Alternate Routing Call Summary
This report displays a summary of alternate routing call volume activity for each day in the selected reporting period. For customers with Spectrum Business Toll-Free service, the Alternate Routing Call Summary aggregates all inbound calls that were re-routed by Alternate Routing — including direct-dialed and toll-free calls.

![Alternate Routing Summary](image2)
Downloaded Reports
Reports you have previously downloaded are saved for seven days on the Downloaded Reports tab. To download a report, click the “Download” icon at the top of a report. If the file can be downloaded immediately, you will see options to either save it, or open it in Excel.

If the file is very large, a confirmation screen will be displayed before the report is generated. Click “Confirm” to generate the report.

Once the report is generated, you will be able to download it from the Downloaded Reports page. You can also see the status of reports that are currently being generated.
**Downloaded Reports**

You can sort downloaded reports by clicking on the icon next to a column title. The icon will only appear in the column you are sorting. Sorting options are by:

1. **Date:** The date the report was requested
2. **Time:** The time the report was requested
3. **Report Name:** The title of the report based on topic
4. **Status:** “In progress” indicates the report is currently downloading; “Available” indicates the report is available for download
5. **Actions:** In the Actions column you have the option to:
   - Use the “Download” icon to download a report again
   - Use the trash icon to delete a report from the list
   - Use the X icon to stop generating a report that is in progress
6. An icon will display the number of reports available for download