

# Orig-Term Report

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## Section overview

This section is designed to provide a user with a possibility to generate a report and trace all call routes from a **Client** to any **Provider** with orig-term cost and profit. Here you can create a report based on an existing template or generate a new one. You can also get the information sorted by clients, events, profit, etc.

Screenshot: Orig-Term Report query form

Orig-Term Report

Clients

Orig Client

Orig Account

Orig Code

Orig Code Name

FILTERS

Period: This Year 2018-01-01 00:00:00 — 2018-12-31 23:59:59 UTC

Group By: Service Name x Orig Client x Term Client x

Save Query

OUTPUT

COLUMNS (19)

Order By: Orig Cost x Term Cost x

Limit: No limit





Type: Web Plain with total

Currency: USD

Code Deck:

## Creating a New Orig-Term Report

To create a new summary report, you need to fill in the following parameters in the form and click the **Query** button:

Information Block	Field Description
Filters	On the <b>Filters</b> menu, select the required parameters for the report. To cancel any filter, click the delete  icon next to the filter. You can start a <b>quick search</b> by typing filters' names in the field at the top of a drop-down menu with filters.
	<b>Period (1)</b> Specify the time interval for the report and a timezone. Please note that the <b>Period</b> field is mandatory.
	<b>Period 2</b> Accessible when you enable the <b>Compare Period</b> option by clicking on the plus  icon next to the <b>Period</b> . Specify the second interval for the report. <div><div> <b>Tip</b></div><div>When you select one of the <b>Time</b> parameters for <b>Group by</b>, the end date of the <i>Period 2</i> will be set automatically to make equal intervals of <i>Period 1</i> and <i>Period 2</i>.</div></div>
	<b>Group by</b> There are the following accessible options to group the data in reports: <ul style="list-style-type: none"><li>• <b>Time:</b> Year, Month, Date, Hour.</li><li>• <b>Clients:</b> Orig Client, Orig Account, Orig Code, Orig Code Name, Orig Rate, Term Client, Term Account, Term Code, Term Code Name, Term Rate</li><li>• <b>Extras:</b> Service Name, Orig Serial, Orig Client Type, Orig Owner, Orig Time profile, Term Client Type, Term Owner, Term Time profile</li></ul> <div><div> <b>Attention</b></div><div>Please note that the <b>Group by</b> field is mandatory, it couldn't be empty in order to generate the report.</div></div>
	<b>Additional Filters</b>

There are the following accessible additional filters:

- **Clients:** *Orig Client/ Orig Account/ Orig Code/ Orig Code Name/ Orig Serial/ Orig Owner/ Orig Client's Tags/ Orig Account's Tags/ Term Client/ Term Account/ Term Code/ Term Code Name/ Term Owner/ Term Client's Tags/ Term Account's Tags*
- **Events:** *Total/ Profit/ Volume, Total/ Events Not Zero/ ASR Cur/ ACD Cur*
- **Extras:** *Service Name/ Orig Time profile/ Term Time profile*

Clients Settings

<b>Orig Client</b>	Define an origination client for the report
<b>Orig Account</b>	Enter an origination account for the report
<b>Orig Code</b>	Specify an origination code for the report
<b>Orig Code Name</b>	Indicate an origination code name
<b>Orig Serial</b>	Define an origination serial
<b>Orig Owner</b>	Define an origination Reseller for the report
<b>Orig Client's Tags</b>	Determine tags that belong to an origination client
<b>Orig Account's Tags</b>	Specify tags determined for an origination account
<b>Term Client</b>	Define a termination client for the report
<b>Term Account</b>	Enter a termination account for the report
<b>Term Code Name</b>	Indicate a termination code name
<b>Term Owner</b>	Define a Reseller for the report
<b>Term Client's Tags</b>	Determine tags that belong to a termination client
<b>Term Account's Tags</b>	Specify tags determined for a termination account
<b>Term Code</b>	Specify a termination code for the report

Events Settings


<b>Total</b>	Enter the range of total events
<b>Profit</b>	Enter the range of the revenue you would like to display
<b>Events Not Zero</b>	Define the range of events, that have a duration greater than 0
<b>ASR Current</b>	Specify the range of <b>ASR Cur</b> for events you would like to display
<b>ACD Current</b>	Specify the range of <b>ACD Cur</b> for events you would like to display
<b>Volume, Total</b>	Enter the range of total volume of services

Extra Settings

<b>Orig Time Profile</b>	Select an orig time profile that will be used as filter criteria
<b>Term Time Profile</b>	Specify a term time profile that will be used as filter criteria
<b>Service Name</b>	Determine the name of service for the report

Output

This form contains settings of the output data of the report.



Click the plus  icon near the **Columns** to select respective columns to output a report data. You can also cancel any chosen item.

Accessible columns in the report

Columns for the main period are:

ASR Std, ASR Cur, ACD Std, ACD Cur, Total Volume, Error, Profit, Profit rel, Orig Billed Volume, Orig Cost, Orig Avg Rate, Term Billed Volume, Term Cost, Term Avg Rate, Total Events, Not Zero, Busy, No Channel, Success.

Columns for the comparative period are the same as for the main period. Moreover, all parameters could be selected expressed in percentage.

<b>Orig</b>	<p>Origination information:</p> <ul style="list-style-type: none"> <li>• <b>Billed Volume</b> - Billed event volume</li> <li>• <b>Cost</b> - Price of the event</li> <li>• <b>Avg. Rate</b> - Average event rate</li> </ul>
<b>Term</b>	<p>Termination information:</p> <ul style="list-style-type: none"> <li>• <b>Billed Volume</b> - Billed event volume</li> <li>• <b>Cost</b> - Event cost</li> <li>• <b>Avg. Rate</b> - Average event rate</li> </ul>
<b>Profit</b>	<ul style="list-style-type: none"> <li>• <b>Profit</b> - Revenue in respective currency, for example, USD (in fact, any system currency can be specified here)</li> <li>• <b>Profit rel</b> - Revenue in percent value</li> </ul>
<b>Total Volume</b>	Total volume of services
<b>ASR</b>	<p>Average successful rate (successful events percentage):</p> <ul style="list-style-type: none"> <li>• <b>Std</b> - Number of events with <b>success</b> status divided by the total number of events minus all events with <b>no channel available</b> status</li> <li>• <b>Cur</b> - Number of events with duration &gt; 0 divided by the total number of events</li> </ul>
<b>ACD</b>	<p>Average call duration:</p> <ul style="list-style-type: none"> <li>• <b>Std</b> - Sum of all event duration divided by the number of events with <b>success</b> status</li> <li>• <b>Cur</b> - Sum of all event duration divided by the number of events with a duration &gt; 0</li> </ul>
<b>Events</b>	<p>Quantity of events in a database</p> <ul style="list-style-type: none"> <li>• <b>Total Events</b> - Total events quantity</li> <li>• <b>Not Zero</b> - Quantity of events that have a duration equal to or more than 1 second</li> <li>• <b>Success</b> - Quantity of events that have a duration equal to or more than 1 second and a successful end code, events with Q. 931, disconnect cause 16 or 31</li> <li>• <b>Error</b> - Quantity of declined events</li> <li>• <b>Busy</b> - Busy events quantity</li> <li>• <b>No Channel</b> - No circuit/channel available. Events with Q.931, disconnect cause 34</li> </ul>
<b>Other output settings</b>	
<b>Order by</b>	Select parameters to sort already grouped data in columns. Here you can sort data from highest to lowest values (or vice versa) and select different values.
<b>Type</b>	<p>Choose a format of the report from a drop-down list: <b>Web/CSV/Excel XLS/Excel XLSx</b></p> <p>Select a look of a table view next to the <b>Type</b> field:</p> <ul style="list-style-type: none"> <li>• <b>Grouped</b> - a table view with grouped data and possibility to collapse it</li> <li>• <b>Plain</b> - a simple table view</li> <li>• <b>Plain with total</b> - a simple table view with an additional <b>Total</b> row at the beginning of the report</li> </ul> <div>  <b>Attention</b> <p>Please note that the <b>Grouped</b> type of table view is available only for <b>Excel XLSx</b> and <b>Web</b> formats; it doesn't work with <b>CSV</b>.</p> </div>
<b>Limit</b>	Determine the number of rows that will be visible in the report. It is useful for displaying some top positions by the chosen parameter. It is available only for <b>plain</b> and <b>plain with total</b> types of the report.
<b>Send to</b>	<p>You can send generated reports via email. Also, it is possible to specify several emails.</p> <div>  <b>Attention</b> <p>This feature is available only for <b>CSV/Excel XLS/Excel XLSx</b> formats of the report; it doesn't work with <b>Web</b>.</p> </div>
<b>Currency</b>	Specify a currency for the report. All values will be automatically converted to the specified currency in the report.
<b>Code Deck</b>	Select a code deck from a drop-down list. All codes in the following report will be presented according to the specified code deck.

A generated orig-term report is demonstrated on a screenshot below:

Screenshot: Orig-Term Report section

Orig-Term Report

Filters

Period: This Year 2020-01-01 00:00:00 - 2020-12-31 23:59:59 UTC

Group by: Service Name x Orig Client x Term Client x

Save Query

Query

Output

Order by: Orig Cost x Term Cost x

Limit: No Limit

Type: Web Plan with total

Currency: USD

Dist Code Deck:

Service Name	Unit	Orig Client	Term Client	Orig Cost	Orig Avg Rate	Term Cost	Term Avg Rate	Profit	ASR Std	ASR Cur	ACD Std	ACD Cur	Total Events	Not Zero	Success	Busy	No Channel	Error	Term Billed Volume	Orig Billed Volume	Total Volume	Profit Rel
Total				134.84	N/A	-20.30	N/A	114.53	100.00	99.14	0.00	0.00	7 097	7 036	7 097	0	0	0	N/A	N/A	N/A	564.11
Calls	min	Customer Q	Vendor Profit	0.0000	N/A	-0.3932	0.1248	-0.3932	100.00	100.00	1.58	1.58	2	2	2	0	0	0	3.1500	0.0000	3.1500	N/A
Calls	min	N/A	Vendor Profit	0.0000	N/A	-0.0450	0.0073	-0.0450	100.00	100.00	1.54	1.54	4	4	4	0	0	0	6.1667	0.0000	6.1667	N/A

If the data is grouped in the report, it will be shown initially collapsed. To expand or collapse data in your report, click the plus or minus icons. To expand all data in the report, please click **Ctrl** and .

Warning

Please note that the system shows rounded values in the reports. However, while calculating, the system takes an exact value. Hence, the procedure of the rounding is as follows:

- the system rounds currency values according to the settings of a respective currency
- all types of events (e.g., not zero, success, busy, as well as total quantity) are not rounded
- such parameters as **Orig Avg Rate**, **Term Avg Rate**, **Profit**, **Term Cost** are rounded to the nearest ten-thousandth. For example, 3.879256 to 3.8793
- others are rounded to the nearest hundredth. For example, 4.8763 to 4.88

### Simple scheme: how to generate an orig-term report

An easy way to generate a simple orig-term report is:

- Select the desired parameters for the report on the **Filters** menu.
- Enter the period.
- Select some parameters in the **Group by** field, for example, *Orig Client*, *Service Name*.
- Select **Columns** in the Output form, for example, *ASR Std*, *ASR Cur*, *ACD Std*, *ACD Cur*, *Success*, *Error*, *Profit (%)*.
- Specify the **Type** field or leave its default settings (Web/Grouped)
- Specify the currency and choose the code deck (if applicable).
- Click the **Query** button.

Tip

- If you want to sort already grouped data in columns, select the respective parameters in the **Order by** field. You can also sort from the highest to lowest values (or vice versa).
- Please note that the **Order by** option is active when the **Type** of the Output form is **Plain** or **Plain with Total**. When it is **Grouped**, the data is only sorting by values specified in the **Group by** field.

In addition, you can sort data in a report manually using special arrows next to the name of the respective columns.

Screenshot: Orig-Term Report

Orig Code	ASR Std	ASR Cur
	100.00	100.00
38067	100.00	100.00
	100.00	100.00
1111	100.00	100.00
	42.42	100.00
3333	42.42	100.00

## Creating Reports Templates

You can also create a template for reports and save specified parameters by clicking the **Save Query** button. A pop-up window with settings will appear and you will need to fill out the following form:

*Screenshot: New Template creation form*

**Reports Templates**

**ORIG-TERM REPORT**

Title:

Reseller:

Visibility:

☐ **WATCH** (NOT AVAILABLE FOR WEB OUTPUT TYPE)

Recipients:

Run Time:

Run Time Timezone:

Days of Week:

**REPORT QUERY**

**FILTERS**

Period:    —

Group By:

**OUTPUT**

Order By:

Limit:

Type:

Currency:

Code Deck:

### Tip

To find more details about templates, please refer to the [Report Templates](#) article in our **User Guide**.

## Orig-Term Report buttons: reports, export, chart.

You can export data to a **CSV** or **XLSx** file, which contains only currently displayed data, no automatic request to update data while exporting. It is also possible to create charts for illustrating crucial information easily. And you can generate a report using the same criteria in the **Summary report** and the **xDRs list** sections.

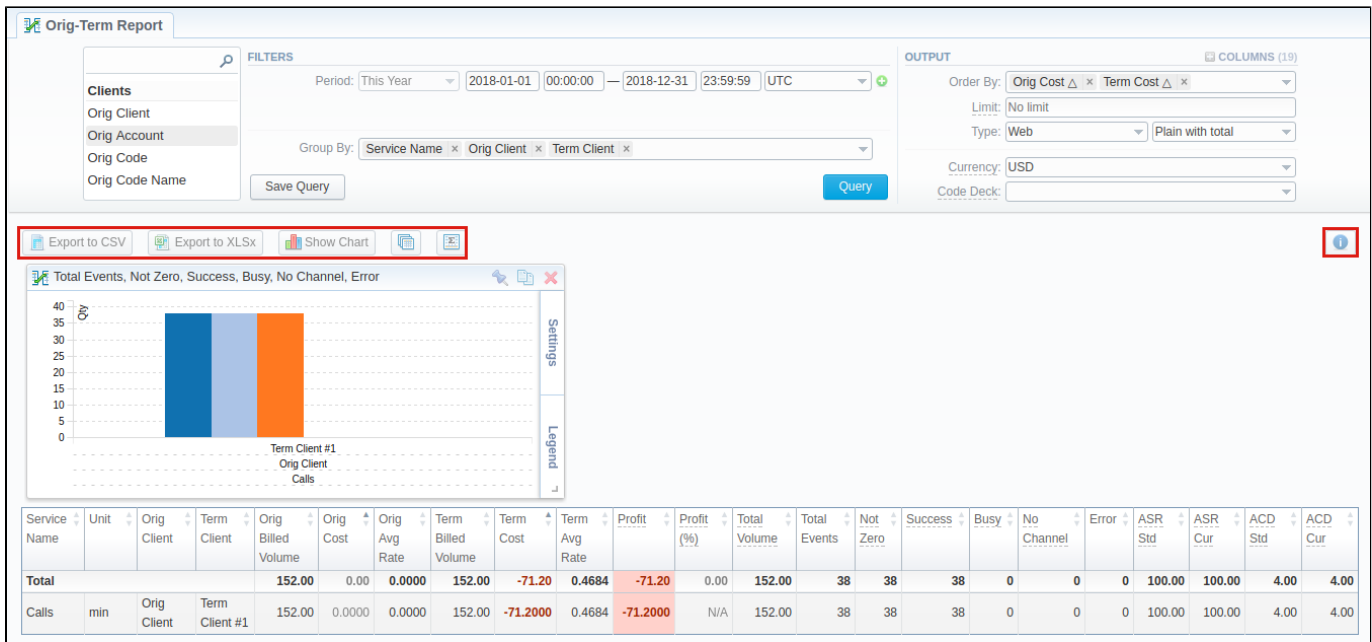
1. To download a report in .csv, click the **Export to CSV** button on the toolbar.

### Attention

Please note that this button will be visible only when the **Type** of the output is **Plain**. For the **Grouped** output type it is not available.

2. To download a .xlsx file, click the **Export to XLSx** button on the toolbar.
3. To create a **visual chart**, click the **Show Chart** button on the toolbar. There is more information available on this topic in the article "**How to create a statistic chart?**" in our Knowledge Base.
4. You can generate a detailed report using the same criteria in the **xDRs list** section by clicking the **xDRs list** icon on the toolbar.
5. And it is possible to generate a report using the same criteria in the **Summary report** section by clicking the **Summary** icon on the toolbar.
6. You can check an **actual date interval** of the report by clicking the **Info** icon and it could be different from the *Interval* specified above if there is no data for the period.

*Screenshot: Orig-Term Report section/ chart*



## Side-by-side report


This tool allows building a report with side-by-side sub-reports. Use it to run a comparative analysis on the same page. It's helpful for reviewing multiple parameters, totals, and compare results at different time intervals. The **Compare Period** option is designed to create a report that shows two sub-reports side-by-side.

To enable this option, click the plus [blocked URL](#) icon next to the **Period** field and specify both intervals (**Period 1/Period 2**) for the report.

Screenshot: Orig-Term Report query form

The screenshot shows the 'Orig-Term Report' query form. A red arrow points to the plus icon next to the 'Period' field, which is currently set to 'This Year' (2018-01-01 to 2018-12-31). The 'OUTPUT' section shows 'Order By: Orig Cost x Term Cost', 'Limit: No limit', 'Type: Web', 'Currency: USD', and 'Code Deck'. The 'Query' button is visible at the bottom right.

Afterward, choose columns for the main and comparative period in the report output form. When all the required parameters are specified, click the **Query** button.

To remove this filter, please click the delete  icon.

You can modify a comparative mode by changing periods and columns. For example, to compare how different the cost total of the two periods is in percentage terms. To do this, choose the **Cost Total (%)** value from the Columns. Therefore, the final report splits **Cost Total (%)** into separate columns (see screenshot below).

Screenshot: Orig-Term Report example

Orig-Term Report

Filters

Events Not Zero

ASR Cur

ACD Cur

Extras

Service Name

Columns for main period

Orig Cost × Orig Avg Rate × Term Cost × Term Avg Rate × Profit × ASR Std × ASR Cur × ACD Std × ACD Cur × Total Events × Not Zero × Success × Busy × No Channel × Error × Term Billed Volume × Orig Billed Volume × Total Volume × Profit Ref ×

Columns for comparative period

Total Events × Not Zero × Success × Error × Busy × No Channel × Orig Billed Volume × Orig Cost × Orig Avg Rate × Term Billed Volume × Term Cost × Term Avg Rate × Profit × Profit Ref × Total Volume × ASR Std × ASR Cur × ACD Std × ACD Cur ×

Output

Columns (19)

Export to CSV

Export to XLSX

Show Chart

Print

Help


Service Name	Unit	Orig Client	Term Client	Orig Cost		Orig Avg Rate		Term Cost		Term Avg Rate		Profit	ASR Std		ASR Cur		ACD Std		ACD Cur		Total Events	Not Zero	Success	Busy	No Channel	Error	Term Billed Volume	Orig Billed Volume	Total Volume	Profit Ref								
				P1	P2	P1	P2	P1	P2	P1	P2	P1	P2	P1	P2	P1	P2	P1	P2	P1	P2	P1	P2	P1	P2	P1	P2	P1	P2	P1	P2							
Total				22.43	0.00	N/A	N/A	0.00	0.00	N/A	N/A	22.43	0.00	100.00	0.00	99.75	0.00	0.00	0.00	0.00	397	0	396	0	397	0	0	0	0	0	0	0.00	0.00					
Calls	min	N/A	N/A	0.0000	N/A	N/A	0.0000	N/A	N/A	0.0000	N/A	0.0000	N/A	100.00	0.00	100.00	0.00	0.97	0.97	0.00	103	103	103	103	0	0	0	0	0	0	0.0000	N/A	100.00	N/A				
Calls	min	Customer D	N/A	0.0000	N/A	0.0000	N/A	0.0000	N/A	0.0000	N/A	0.0000	N/A	100.00	0.00	100.00	0.00	1.16	1.16	0.00	15	15	14	15	0	0	0	0	0	0	0.0000	N/A	14.7333	N/A	17.4500	N/A	N/A	N/A
Calls	min	Customer I	N/A	0.0000	N/A	N/A	0.0000	N/A	N/A	0.0000	N/A	0.0000	N/A	100.00	0.00	N/A	0.87	N/A	0.87	N/A	24	24	24	24	N/A	0	0	0	0	0	0.0000	N/A	20.8500	N/A	N/A	N/A	N/A	N/A

## Sharing a Report

Each time you get a report output, the system generates a unique link in the format of "/view?id=<uniq-string>". It allows sharing data between the users, even if they belong to different resellers (the feature works similarly to Share by Link in Google Drive).

The link refers to the report data valid for a specific moment.

**Example:** When you send a link to a report, you ensure the recipient would see the same data as you do. If you change data in the system (for example, perform rerating), the previously copied link to the report will display data valid for the moment of generation (even though the actual data is now different).

You can also view the additional information about the generated report by hovering over the **Info**  icon, which is located under the **Output** section:

Title	Description
Data Period	States the period set for a report
Generated by	Indicates the <b>Role</b> of the user who generated a report and specifies a generation time

Screenshot: Orig-Term Report Info icon

Orig-Term Report

Clients

- Orig Client
- Orig Account
- Orig Code
- Orig Code Name

Period: Today

2020-06-25 00:00:00 — 2020-06-25 23:59:59 UTC

Group by: Service Name x Orig Client x Term Client x

Save Query

OUTPUT

COLUMNS (18)

Order by: Orig Cost x Term Cost x

Limit: No Limit

Type: Web Plain with total

Currency: USD

Dist Code Deck:

Export to CSV

Export to XLSX

Show Chart

Service Name	Unit	Orig Client	Term Client	Orig Cost	Orig Avg Rate	Term Cost	Term Avg Rate	Profit	ASR Std	ASR Cur	ACD Std	ACD Cur	Total Events	Not Zero	Success	By	
Total				12.05	N/A	0.00	N/A	12.05	100.00	99.71	0.00	0.00	342	341	342	Data Period: 06/25/2020 00:00:00 +0000 — 06/25/2020 05:59:59 +0000 Generated by: Demo User on 06/25/2020 09:30:27 +0000	
Calls	min	N/A	N/A	0.0000	N/A	0.0000	N/A	0.0000	100.00	100.00	0.93	0.93	68	68	68	0	0
Calls	min	Customer I	N/A	0.0000	N/A	0.0000	N/A	0.0000	100.00	100.00	0.83	0.83	19	19	19	0	0

## Knowledge Base Articles

Error rendering macro 'contentbylabel'

parameters should not be empty