

Summary Report

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Section overview

This section is designed to help users create a report that would contain summary information regarding all existing services from the perspective of both origination and termination sides. Not only can it provide a general overview of total services cost and billed volumes of service units, but it can be customized to outline even more detailed information regarding different client types, ASR / ACD Current, etc.

Screenshot: Summary Report query form

Summary Report

Client

Client Tags

Client Type

Account

Account Tags

Period: Today

2020-07-16

00:00:00

—

2020-07-16

23:59:59

UTC

Group by: Origin x Service x

Save Query

Query

OUTPUT

COLUMNS (22)

Order by: Total Volume x

Limit: No Limit



Type: Web Plain with total


Currency: USD

Dst Code Deck:

Creating a New Summary 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 Filters menu, select the required parameters for the report. To cancel any filter, click on the delete  icon next to the filter.
	You can start a quick search by typing filters' names in the field at the top of a drop-down menu with filters.
	Period (1) Specify the time interval for the report and a timezone. Please note that the Period field is mandatory.
	Period 2 Accessible when you enable the Compare Period option by clicking on the plus  icon next to the Period . Specify the second interval for the report: <ul style="list-style-type: none">• Previous Period• Previous Day• Previous Week• Previous Month• Previous Year
	Group by Select from the list of the following accessible options to group the data in reports: <ul style="list-style-type: none">• Time: Year, Month, Day, Hour• Clients: Client Type, Client ID, Account ID, C Series, Owner ID, Package ID• Events: Dst Code, Dst Code Name, Dst Country, Currency, Origin, Service, Result Code, Gateway ID, Gateway Tag• Extras: Time Profile, Setup Fee, Rate, Additive Rate.
Additional Filters	

 **Attention**

- The **Group by** field is mandatory, it couldn't be empty in order to generate the report. By default, there must be at least two options: **Origin** and **Service**
- If you group by **Client** and **his/her Timezone** differs from the **system Timezone**, the **latter** will be used in the respective report.
- When you are grouping by **year**, it is recommended to indicate the calendar year in the period. Same goes for other period types.


The accessible additional filters are:

- **Clients:** *Client Tags, Client Type, Client, Account, Account Tags, Cards Serial, Package.*
- **Events:** *Code, Code Name, Cost Total, Origin, Result Code, Gateway.*
- **Extras:** *Owner, Total Volume, Total records, Not Zero Records, ASR Current, ACD Current, Service.*

Client Type	Select a client's type for the report: Client, Reseller, Calling Card or Call Shop
Client	Define a client for the report
Account	Enter an account for the report
Client/Account Tags	Define a client's or account's tag
Cards Serial	Indicate cards serial for the report
Package	Enter a package for the report
Code	Specify a code of the needed destination
Code Name	Specify a code name of the desired destination
Cost Total	Enter the range of total call cost
Origin	Indicate an origin - origination or termination of the event
Result Code	Define a result code as a filtering parameter
Gateway	Specify a gateway
Time Profile	Specify the time profile of the event
Owner	Indicate the owner
Total Volume	Enter the range of total duration
Total Records	Enter the range of total records
Not Zero Records	Define the range of records that have a duration equal to or more than 1 unit
ASR Current	Specify the range of ASR Cur for records you would like to display
ACD Current	Specify the range of ACD Cur for records you would like to display
Service	Determine the name of service for the report

Output

This form contains settings of the report output data.

Click the plus  icon next to **Columns** and select the required columns to add them to the Output information block. Also, you can cancel any chosen item.

Accessible columns in the report

The list of additional columns include:

Columns for the main period:

Cost Total, Setup Fee Cost, Average Rate, Package Credit, Total Volume, Billed Volume, Package Volume, Total Events, Not Zero, Success, Busy, No Channel, Error, ASR Std, ASR Cur, ACD Srd, ACD Cur, PDD Avg, SCD Avg, xDRs List, Taxes Total, Additive Cost.

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

Rate	Avg. Rate - an average cost calculated
Totals	<ul style="list-style-type: none">• Cost Total - the full price of all services including additional services• Total Volume - a whole volume of the events in units (specified in the Services settings "Reports" field)• Billed Volume - a whole billed volume of events. It could differ from the total volume due to the rates settings, for example, grace volume, min volume, and interval.• Package Volume - a volume within a respective package that is billed according to the package limits• Package Credit - a volume of credit that has been charged within the respective package• Total Events - the entire quantity of events• Not Zero Records - the number of records that have the volume equal to or more than 1• Success Records - the number of records that have a duration equal to or more than 1 and a successful end code, records with Q.931 disconnect cause 16 or 31• Busy Records - busy records quantity with Q.931 disconnect cause 17• No Channel Records - no circuit/channel available, records quantity with Q.931 disconnect cause 34
Statistics	<p>ASR - average success rate (successful records percentage)</p> <ul style="list-style-type: none">• Std - the value calculated based on the records with "success" status divided by the total number of records minus all records with "no channel available" status• Cur - the value calculated based on the records with volume > 0 divided by the total number of records <p>ACD - average call duration in minutes</p> <ul style="list-style-type: none">• Std - the sum of all records duration divided by the number of records with "success" status• Cur - the sum of all records duration divided by the number of records with duration > 0 <p>PDD Avg - average post-dial delay in seconds</p> <p>SCD Avg - average session connect delay in seconds</p>
	xDRs List - list of detailed records statistics

Other output settings

- Specify the **Type** field or leave its default settings (Web/Grouped)
- Specify the currency and select a code deck (if applicable).
- Click the **Query** button.

Tip

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

Creating a Query Template

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

Screenshot: New Template form

To load already existed templates while generating statistic reports, click the **Load Query** button in the **Summary Report** section.

Tip

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




Summary Report buttons: reports, export, chart.

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


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



Attention

Please note, 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** report file, click the **Export to XLSx**  button above the report.
3. To create a **visual chart**, click the **Show Chart**  button above the report. 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 above the report.

Tip

When you make a report based on two periods, two xDRs list  icons appear:


- the first xDRs list  icon allows generating an xDRs report based **on the first period**;
- the second xDRs list  icon allows generating data based **on the second period** in the xDRs list.

When you make a report and filter data by **Client/Client Tags/Account/Code/Code Name/Owner** parameters, two Orig-Term icons [blocked URL](#) appear.

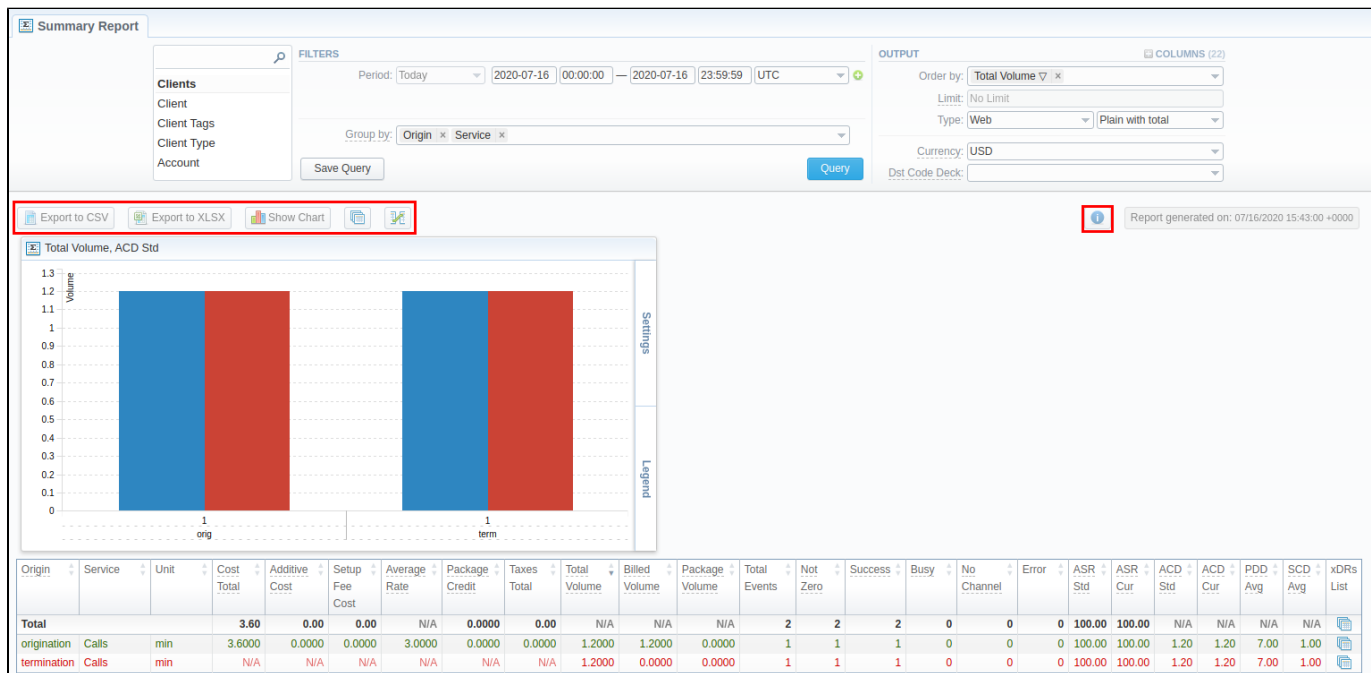
They allow generating reports with **origination** and **termination** data separately.

- this Orig-Term icon [blocked URL](#) allows generating a report **based on origination data**;
- this Orig-Term icon [blocked URL](#) allows generating a report **based on termination data**.

5. It is possible to generate a report using the same criteria in the **Orig-Term** section by clicking the **Orig-Term**  icon on the toolbar.


6. You can check an actual date interval by clicking on the **Info**  icon. The displayed data could be different from the Interval specified above if there is no data for the period.

Screenshot: Summary Report section

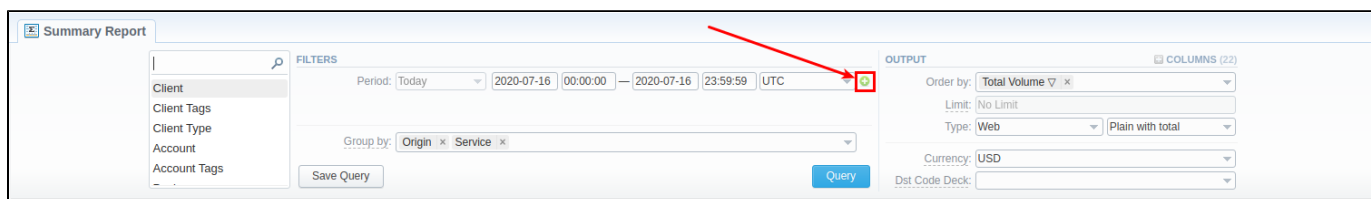


Side-by-side report

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. You can view more info about it in the article [How to compare report parameters over the periods?](#)

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

Screenshot: Summary Report section



The screenshot shows the 'Summary Report' interface with the 'Compare Period' option enabled. A red arrow points to the plus icon next to the 'Period' field, which is now expanded to show two periods: '2020-07-16 00:00:00' and '2020-07-16 23:59:59 UTC'. The 'OUTPUT' section shows 'Order by: Total Volume', 'Limit: No Limit', 'Type: Web', 'Currency: USD', and 'Dst Code Deck'. The 'Query' button is visible at the bottom right.

Then choose columns for a main and comparative period in the report Output form. When all 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: Summary Report section

Summary Report

CLIENTS

Client

Client Tags

Client Type

Account

FILTERS

Columns for main period:

Columns for comparative period:

OUTPUT

COLUMNS (22)

Export to XLSX

Show Chart

Origin	Service	Unit	Cost Total	Additive Cost	Setup Fee Cost	Average Rate	Package Credit	Taxes Total	Total Volume	Billed Volume	Package Volume	Total Events	Not Zero	Success	Busy	No Channel	Error	ASR Std	ASR Cur	ACD Std	ACD Cur	PDD Avg	SCD Avg	xDRs List
origination			7.65	0.00	0.00		0.0000	0.00					2	2	2	0	0	0	100.00	100.00				
origination	Calls	min	7.6500	0.0000	0.0000	3.0000	0.0000	0.0000	2.5500	2.5500	0.0000		2	2	2	0	0	0	100.00	100.00	1.28	1.28	10.00	6.50
termination			0.00	0.00	0.00		0.0000	0.00					2	2	2	0	0	0	100.00	100.00				
termination	Calls	min	N/A	N/A	N/A	N/A	N/A	N/A	2.5500	0.0000	0.0000		2	2	2	0	0	0	100.00	100.00	1.28	1.28	10.00	6.50

✔

How does the Compare Period work?

Example 1:

If you select the **Period** to be **Today** 00:00:00 til 23:59:59, the **Previous Period** and **Previous Day** values would be the same and show yesterday. The **Previous Week** option would display the same day last week (i.e., Monday for Monday), the **Previous Month** option would show the same date last month, and the **Previous Year** will display the same date last year.

Example 2:

If you select the **Period** to be **This Week**, the system will take the period starting Monday 00:00:00 and up to 23:59:59 on the **current day**. That is if your current day is Thursday, **This Week** would be Monday to Thursday. The comparative periods will work accordingly, selecting the same periods from the past week, month, year. Only the **Previous Day** option will result in offsetting a period one day behind (if a period is Monday to Thursday, comparative would be Sunday to Wednesday).

⚠ Attention


When you use the **Compare Period** option in the **Summary Report** and **Orig-Term Report** sections, default chart templates will not be accessible.

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
Data Period 2	States the period set for a Compare Mode
Generated by	Indicates the Role of the user who generated a report and specifies a generation time
Duration	Time spent to generate a report

Screenshot: Summary report Info icon

Summary Report

Clients

- Client
- Client Tags
- Client Type
- Account

FILTERS

Period: Today — 2020-07-17 00:00:00 — 2020-07-17 23:59:59 UTC

Compare to: Previous Period — 2020-07-16 00:00:00 — 2020-07-16 23:59:59

Group by: Origin × Service ×

Save Query Query

OUTPUT COLUMNS (22)

Order by: Total Volume ▾ ×

Limit: No Limit

Type: Web ▾ Grouped ▾

Currency: USD

Dst Code Deck:

Origin	Service	Unit	Cost Total	Additive Cost	Setup Fee Cost	Average Rate	Package Credit	Taxes Total	Total Volume	Billed Volume	Package Volume	Total Events	Not Zero	Success	Busy	Data Period: 07/17/2020 07:59:59 +0000 — 07/17/2020 07:59:59 +0000 Generated by Administrator on 07/17/2020 08:16:36 +0000 Duration: 0.0459 sec	XDRs List	
origination			7.65	0.00	0.00		0.0000	0.00					2	2	2	0	0 0 100.00 100.00	[icon]
origination	Calls	min	7.6500	0.0000	0.0000	3.0000	0.0000	0.0000	2.5500	2.5500	0.0000		2	2	2	0	0 0 100.00 100.00 1.28 1.28 10.00 6.50	[icon]
termination			0.00	0.00	0.00		0.0000	0.00					2	2	2	0	0 0 100.00 100.00	[icon]
termination	Calls	min	N/A	N/A	N/A	N/A	N/A	N/A	2.5500	0.0000	0.0000		2	2	2	0	0 0 100.00 100.00 1.28 1.28 10.00 6.50	[icon]

Knowledge Base Articles

Error rendering macro 'contentbylabel'

parameters should not be empty