Verizon Enterprise Center
Traffic Reporting User Guide

Version 1.19
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Getting Started

Sign In

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

Verizon Enterprise Center Home

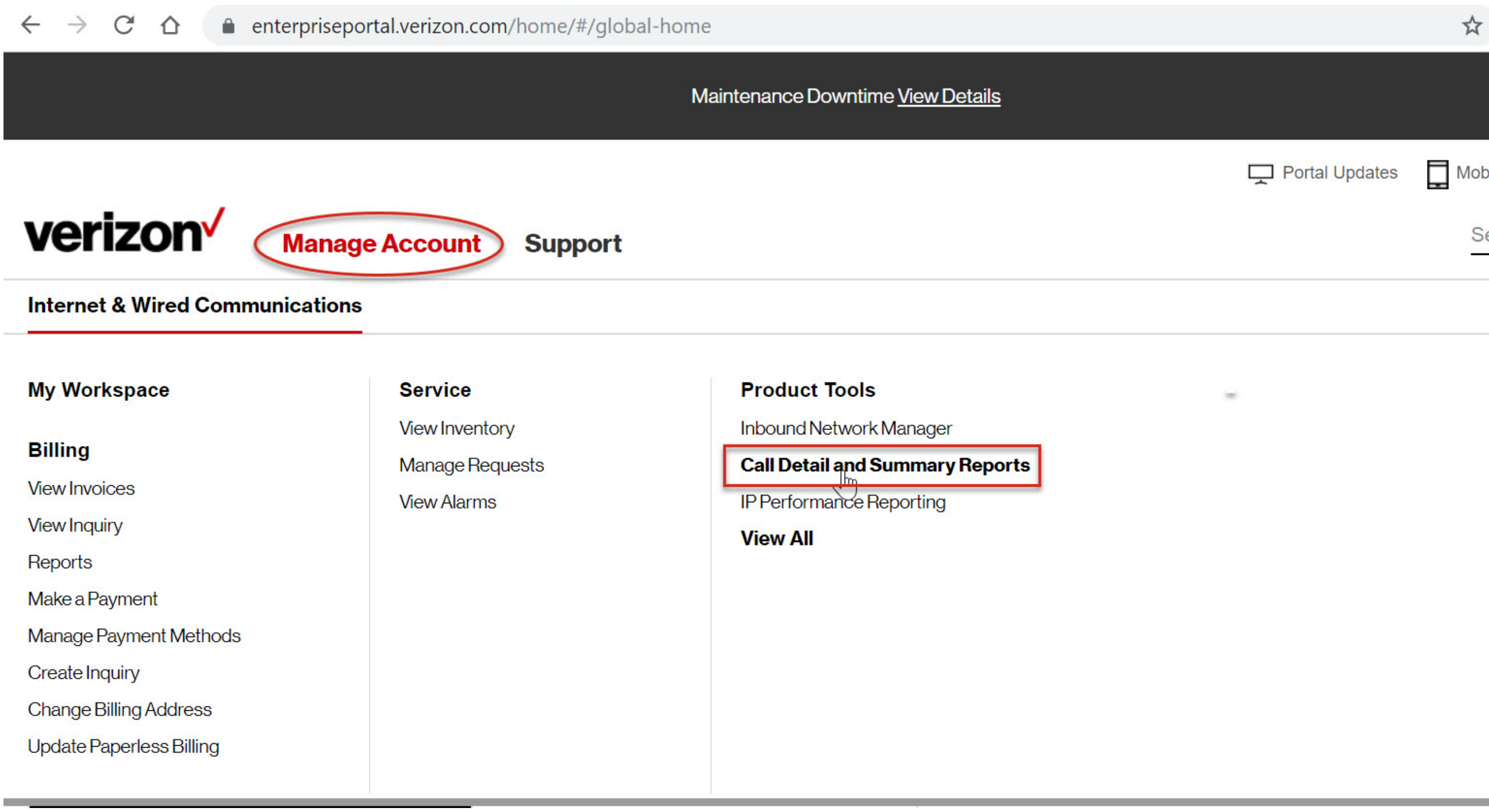
The Verizon Enterprise Center enables you to order, manage, and pay for your voice and data services through one portal. You can access multiple tools 24 X 7 with a single user ID and password. You can also review and pay invoices online, monitor and configure your inbound and outbound network, report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



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

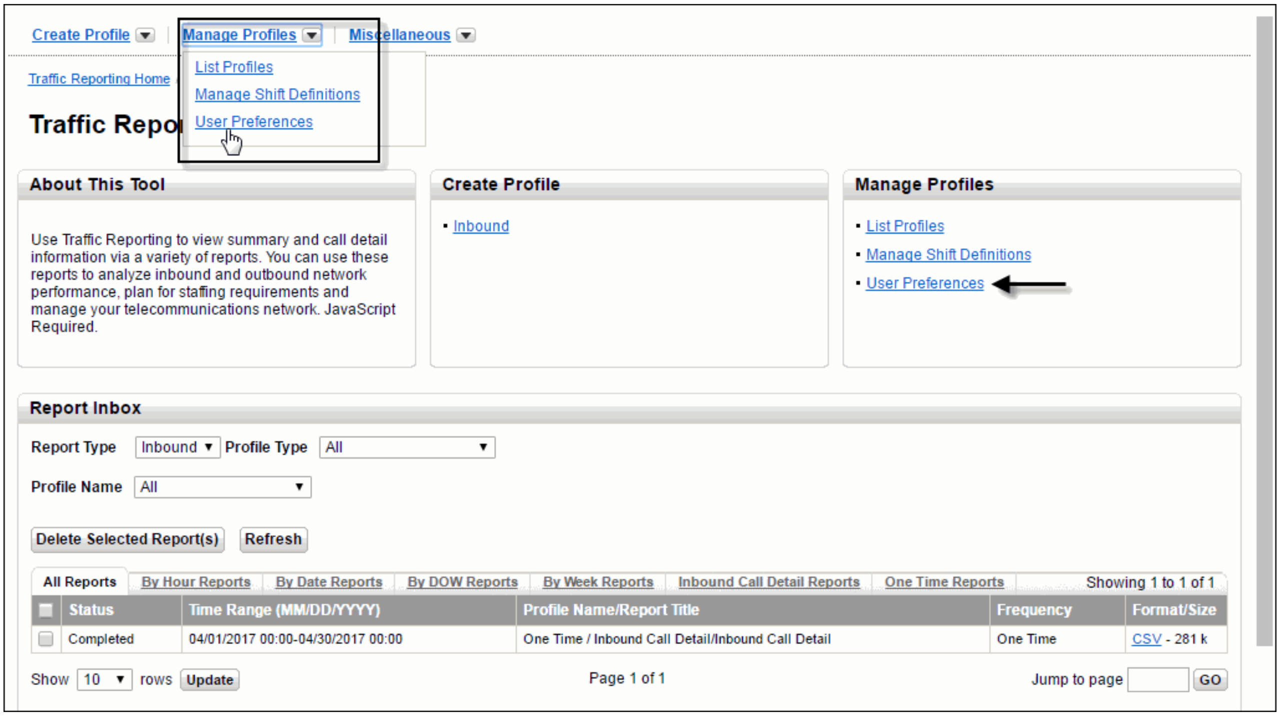
You can select from several reporting options, including flexible formatting and shift reporting. You can upload toll-free numbers and service locations into a reporting profile and have reports delivered via the web or an eFTP embedded client. Run predefined daily, weekly, monthly, or ad hoc reports.

- 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

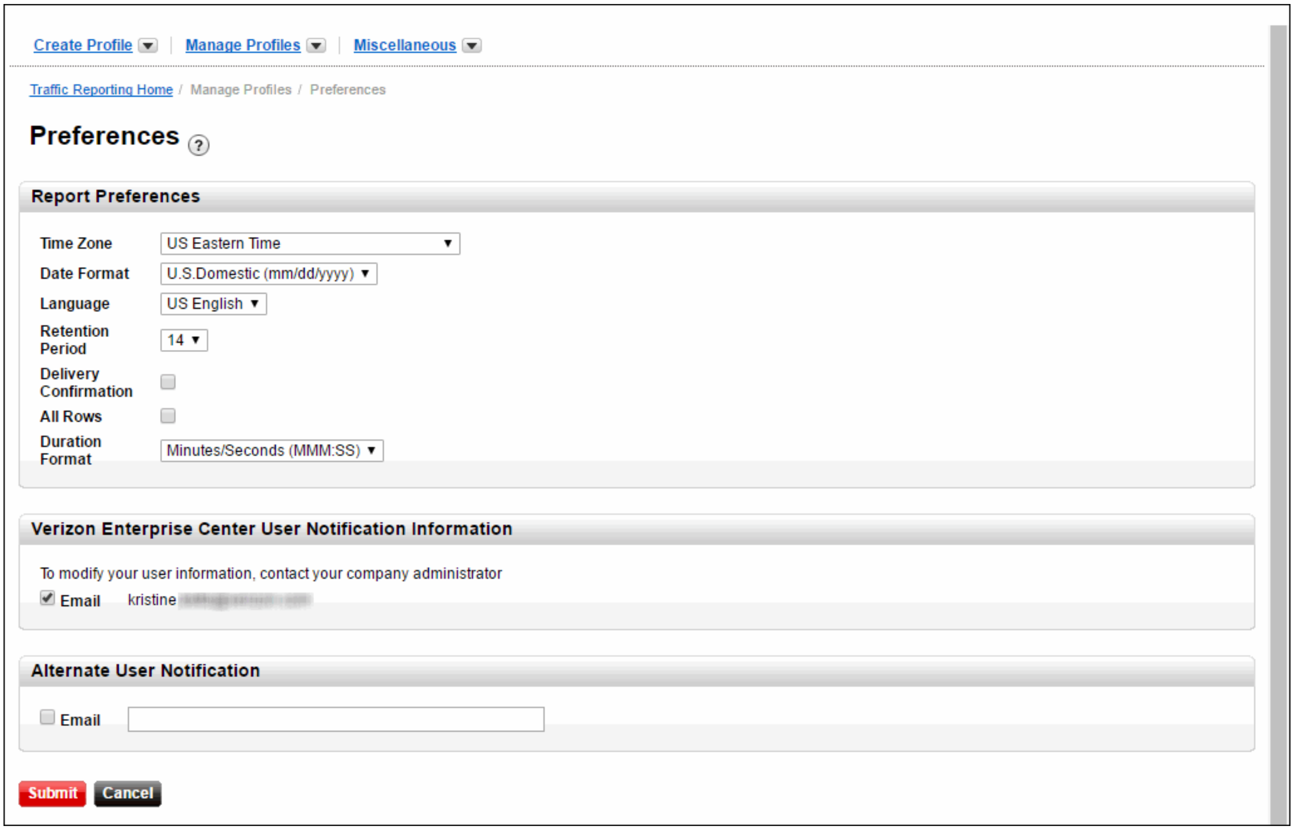
You can set your report preferences so they are automatically selected when you create report profiles.



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.

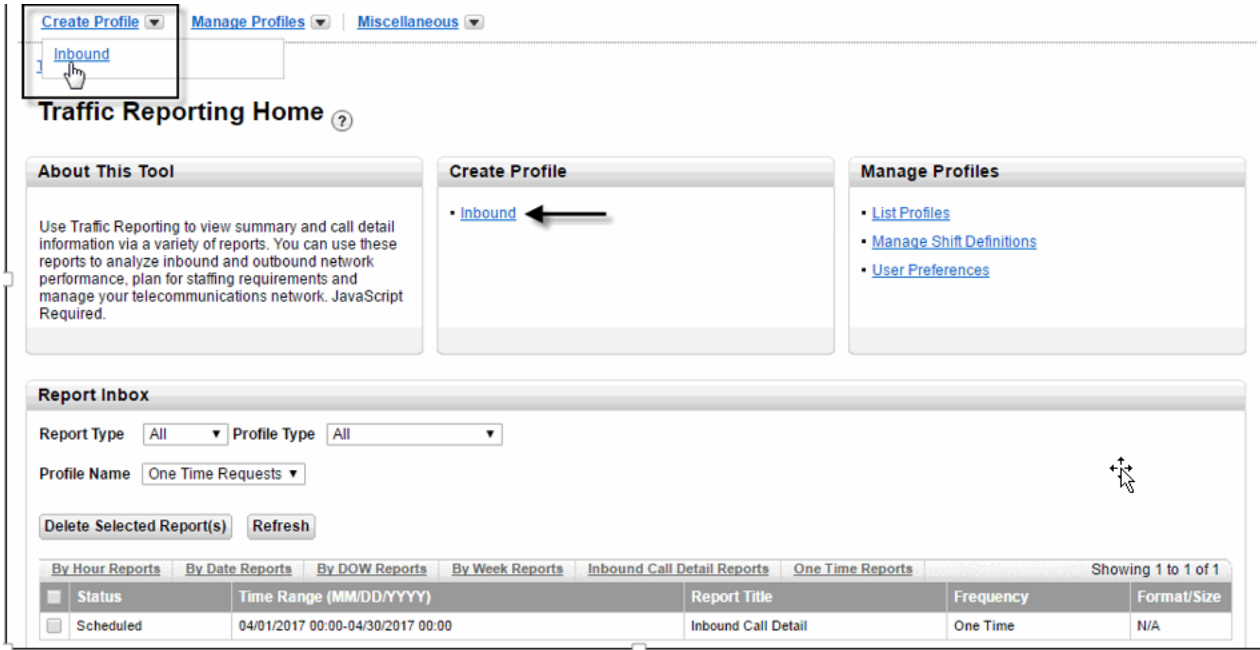


2. Specify your *Time Zone*.
3. Select your preferred *Date Format*.
4. Select your preferred *Retention Period*: 1 - 30 days.
5. Check **Delivery Confirmation** if you want to be notified by email when a report is ready.
6. Check **All Rows** if you want to view empty cells in your report; otherwise 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

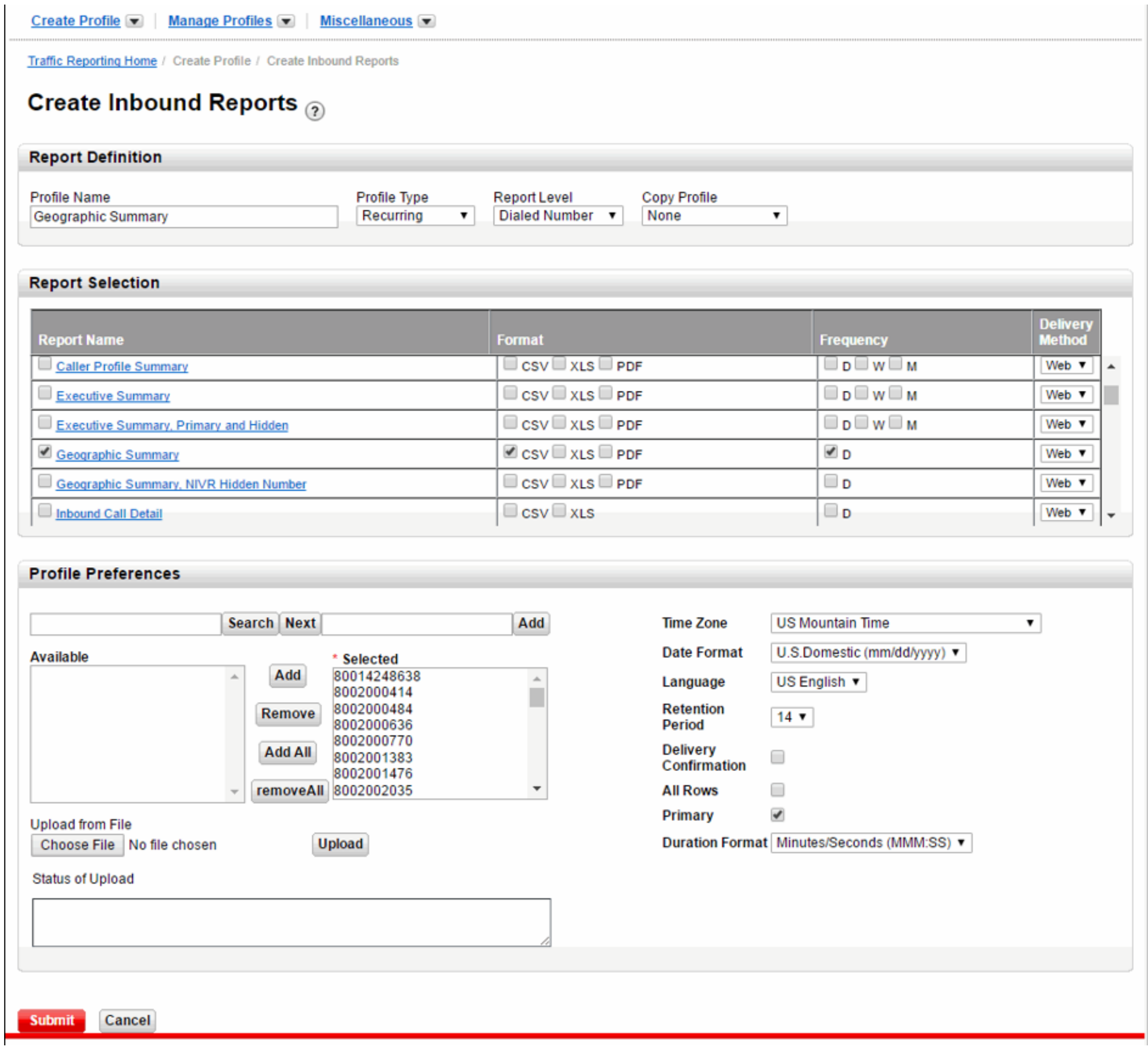
You can create recurring or one time report profiles.



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.



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.

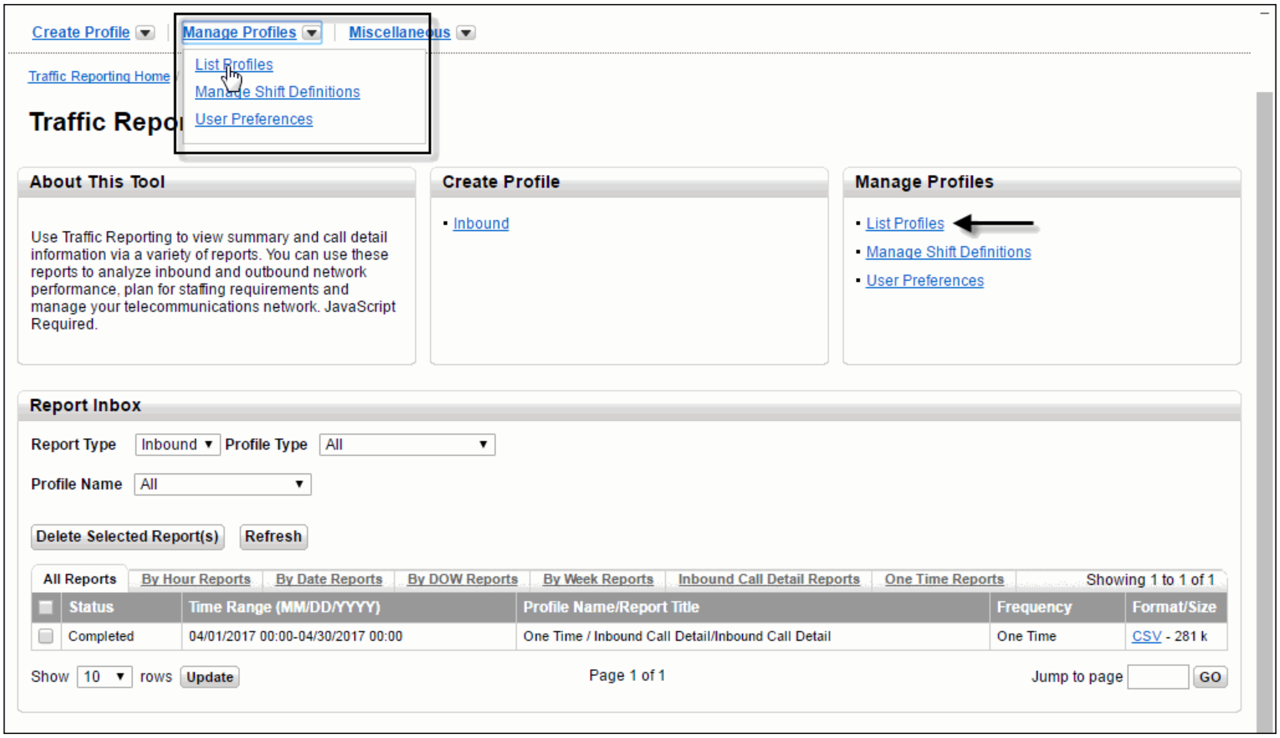
    -OR-

    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.



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.

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.

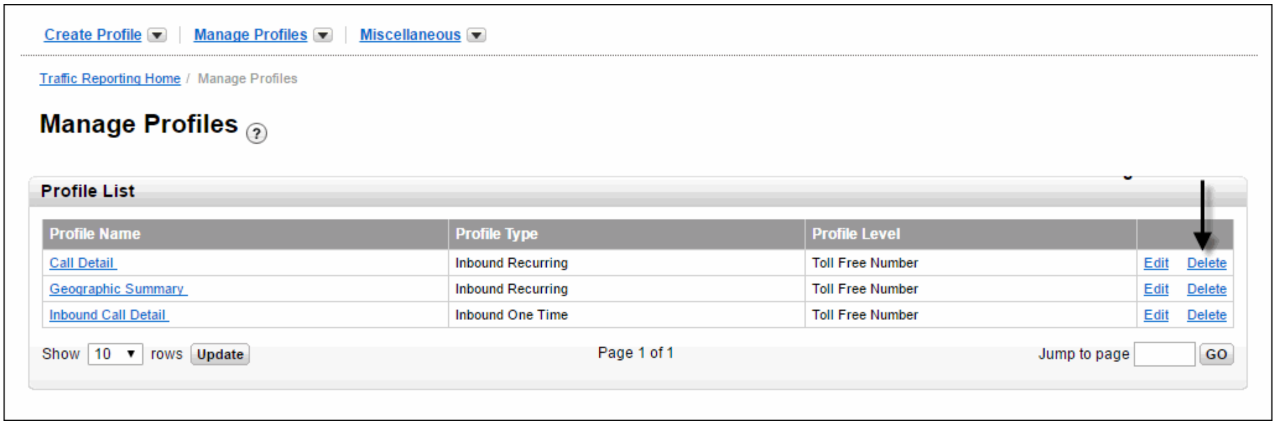
Delete a Profile

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.

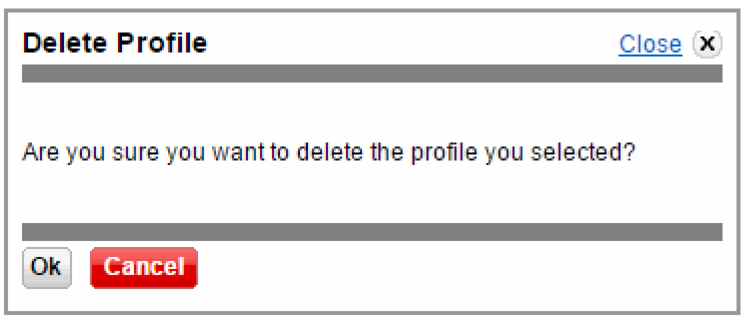
   -OR-

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



Manage Profiles

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



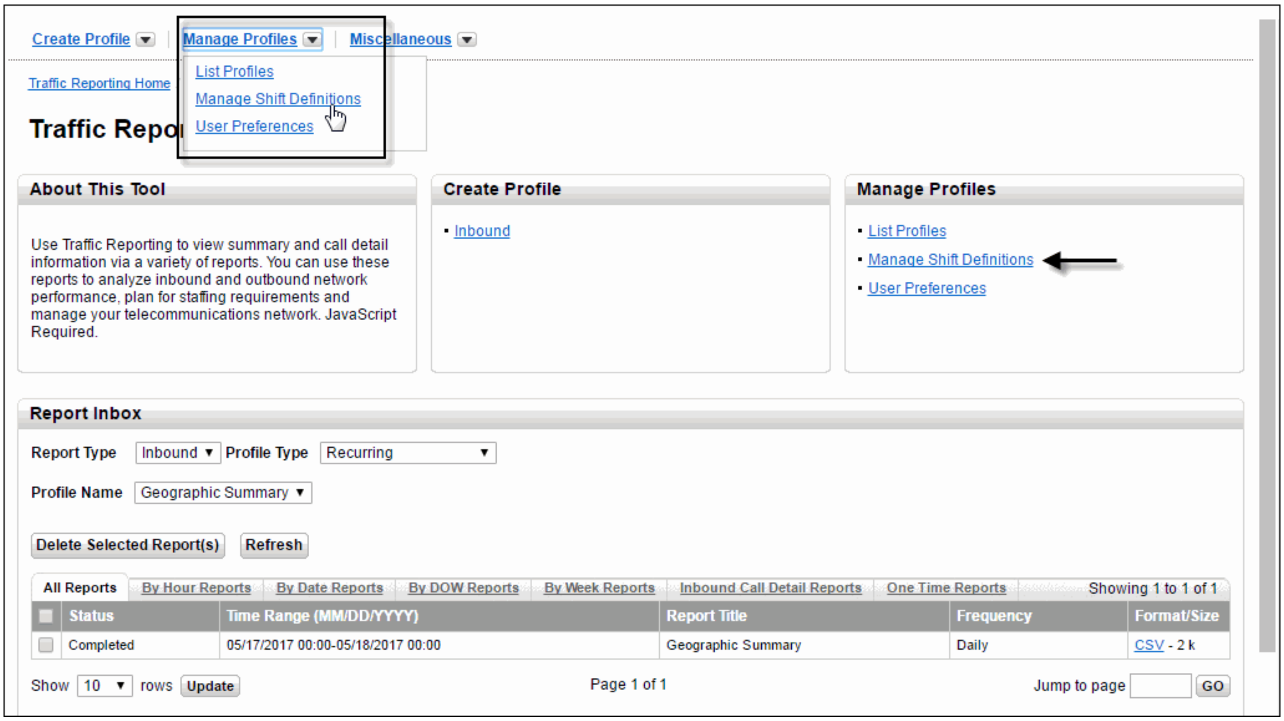
Delete Profile

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.

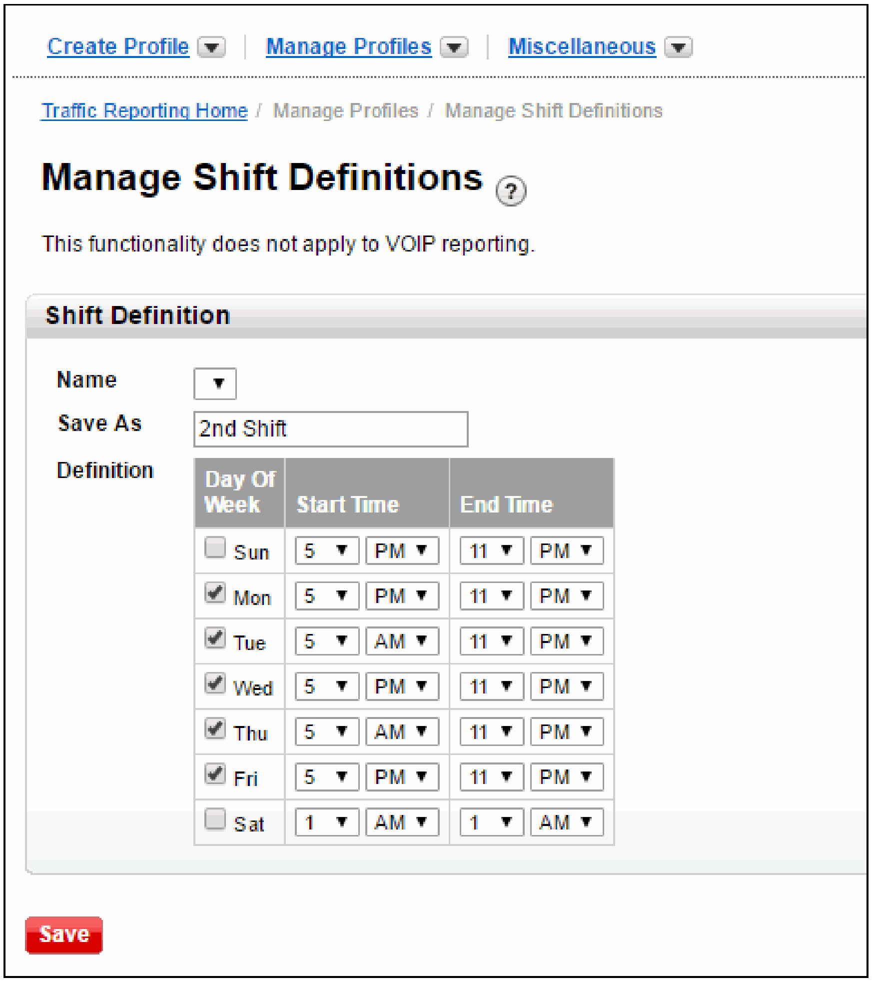


Home

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.



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.

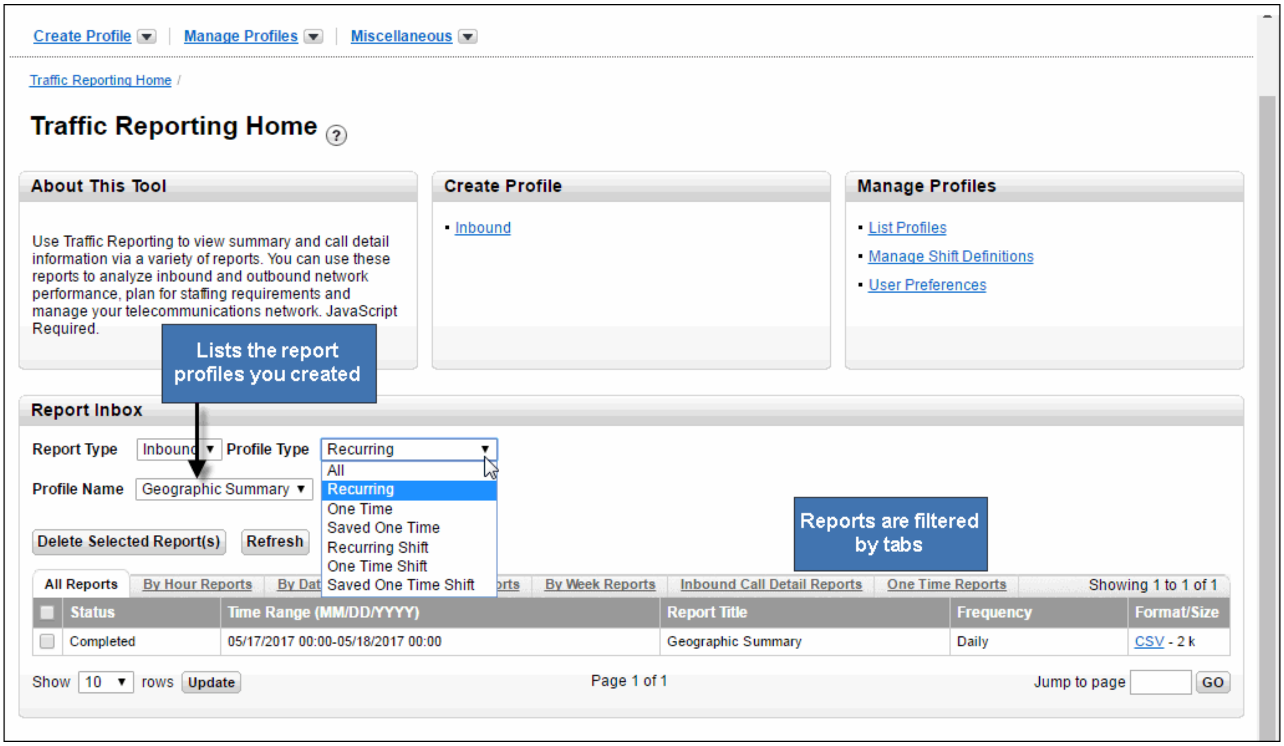
   -OR-

   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*.



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.