Quick Start Guide

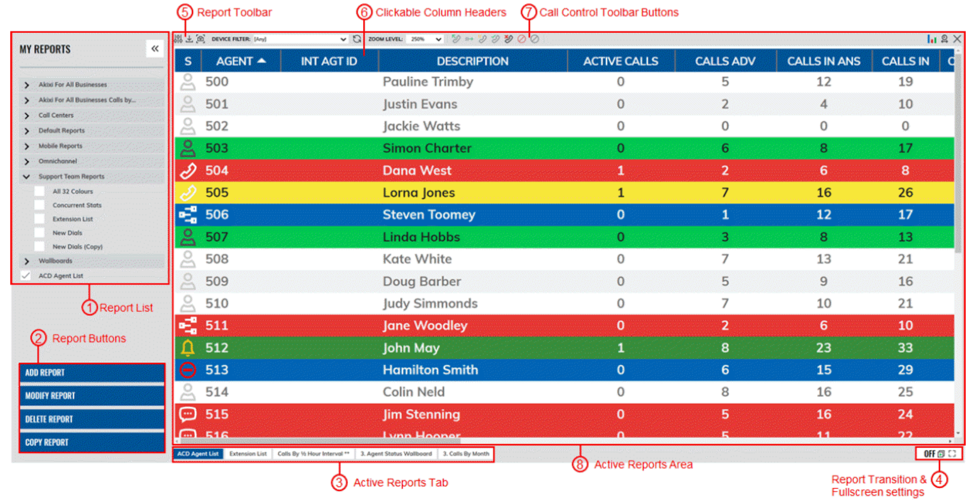
Voice Analytics

MOMENTUM
T E L E C O M

TO GET STARTED:

1. Open the Call Reporting Portal site
2. Click Sign In at the top right of the Welcome page
3. Enter the User Name and Password sent to you via email
4. Click Sign In
5. Select "I agree to the terms of service" and click Accept
6. Enter a new password if prompted, repeat to confirm, and Click **OK**

Note: Click Sign Out to end user session. Browser session left inactive for more than 30 minutes will automatically log user out. Change Password page is also automatically displayed upon initial login and if the application administrator has marked your account as requiring a password change as a specific security measure. Click change password at the bottom of the page to reset password at anytime. Concurrent active logins per account are not permitted.



BASIC REPORTING:

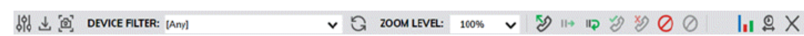
1. Click on Reporting (top right in the Welcome page)
2. Click Add Report
   a. Select the report style
   b. Enter a report name
   c. Select a default display option
   d. Select date / time range
   e. Select tabs to customize Filters • Fields • Scheduling • Settings • Advanced...
3. Click Save to add the report with the new settings to your list in My Reports.

- Click to select a report in your list and choose Modify Report to edit settings, Copy Report to create a clone that can be modified, or Delete Report to remove it from your list.
- Select a report from My Reports to add it to the Active Reports list and generate and display historical or real-time data
- While viewing a report, use Device Filters to modify the calls included in the report data display without changing the report settings.
- Click on the « icon at the top right of My Reports to expand and collapse My Reports list
- Float the cursor over a report title to view a pop-up describing applied setting(s)

Please Note: Default Reports are automatically provided for each report style the user may access. All report settings are turned ON by default in these reports and must be adjusted in order to display the data desired. Large reports that span multiple days or weeks may take longer to generate and generation times are affected by the current number of users running reports against the system simultaneously.

IMPORTANT ICONS AND ACTIONS:

ADD REPORT | MODIFY REPORT | COPY REPORT | DELETE REPORT



Change Report: Modify the current report settings

Snapshot Report: Display frozen image in new browser window

Date / Time Filter: Select date/time range to apply

Report View Type: Select detailed table or BLF display mode

Tile Arrangement: Reposition statistic tiles within the desktop wallboard report display

100% **Zoom Level:** Select a value or enter a percentage to scale display size

Refresh Report: Recalculate call statistics and apply newly specified filters

Export Report: Create and download printable formats of the current report view **Close**

Report: Remove the current report from the Active Reports list

Call Control Buttons: Make, transfer, hold, answer, and disconnect calls from real-time reports (Certain permissions must be assigned to user to support feature)