

Service Provider's Report

This page contains describes the statistics on the service provider's resources usage.

- [System usage overview for <current_month>, <current_year>](#)
- [Sound files overview](#)
- [Music on hold overview](#)
- [Disk space overview](#)
- [Accounts overview](#)
- [Charging plans overview](#)

System usage overview for <current_month>, <current_year>

This section describes a service provider's calls:

- **Call cost for <current_month>, <current_year>:** The total cost of all the calls made and received by the account in the current month, according to the prices defined in its charging plan.
- **Public phone numbers cost:** The monthly amount that has to be paid to the provider for the public phone number. This value was previously set for the channel used by the current account from the **Channels Channel <channel_name> Management** page.
- **Total length of incoming calls:** The total duration of the incoming calls in the current month.
- **Total length of outgoing calls:** The total duration of the outgoing calls in the current month.
- **Maximum length of an incoming call:** The maximum duration of an incoming call received by any of the extensions owned by the service provider account, in the current month.
- **Maximum length of an outgoing call:** The maximum duration of an outgoing call placed by any of the extensions owned by the service provider account, in the current month.

Sound files overview

This section provides general details about the sound files available on a service provider account:

- **Total sounds:** The total number of shared and personal sounds owned by the service provider and by all its child accounts.
- **Shared sounds:** The total number of shared sounds. Both the service provider and its child accounts can define and use these shared sounds.
- **Personal sounds:** The total number of personal sounds that can be used only by the service provider.

Music on hold overview

This area details sums up all the music-on-hold files of a service provider:

- **Total music on hold files:** The total number of music on hold files owned by the service provider.
- **Personal music on hold files:** The number of system music on hold files owned by the service provider.
- **Personal music on hold folders:** The number of music on hold folders owned by the service provider.

Disk space overview

In this section, you will find details about the disk space usage for various files out of the total allocated space:

- **Disk space for sounds:** Total disk space used for sounds.
- **Disk space for music on hold:** Total disk space used for music on hold.
- **Disk space for voicemail:** Total disk space used for voicemail.
- **Disk space for recorded calls:** Total disk space used for recorded calls.
- **Disk space for fax messages:** Total disk space used for fax messages.
- **Total disk space:** The total disk space in KB used by sound files, music on hold files, voicemail messages, conversation recordings, and fax messages.

The usage is displayed using the following formula: **Used <value> KB out of <total_space>**. The <total_space> can be Unlimited, if specified in the service provider's preferences.

Accounts overview

In this area, you will find detailed information about the service provider account.

Field	Description
Account created	The tool used to add the account to the system (e.g. From interface when the account was created directly from the VoipNow interface).
Total organizations	The total number of organization accounts owned by the service provider.
Enabled organizations	This number displays how many of the service provider's organization accounts are enabled.

Suspended organizations	This number displays how many of the service provider's organization accounts are suspended.
Total users	The total number of user accounts owned by the service provider.
Enabled users	This number displays how many of the service provider's user accounts are enabled.
Suspended users	This number displays how many of the service provider's user accounts are suspended.
Registered extensions	This number displays how many of the service provider's phone terminal extension accounts are registered, from the network perspective.
Phone terminals	The total number of Phone terminal extension owned by the service provider.
Queues	The total number of Queue extension accounts owned by the service provider.
Queue login centers	The total number of Queue login center extension accounts owned by the service provider.
IVRs	The total number of IVR extension accounts owned by the service provider.
Voicemail centers	The total number of Voicemail extension accounts owned by the service provider.
Conferences	The total number of Conference extension accounts owned by the service provider.
Calling cards	The total number of Calling card extension accounts owned by the service provider.
Callback extensions	The total number of Callback extension accounts owned by the service provider.
Intercom/paging extensions	The total number of Intercom/paging extension accounts owned by the service provider.
SIP trunking channels used	The total number of SIP trunking channels used by the service provider account. The maximum number of SIP trunking channels is given by the license type.

Charging plans overview

This section displays the number of charging plans available at service provider level:

- **Service Provider level charging plans:** The number of charging plans owned by the service provider accounts.
- **Organization level charging plans:** The number of charging plans owned by the organization accounts.

Related Topics

[Reports](#)