

Organization's Reports

This page describes the statistic information on the organization's resources usage.

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System usage overview for <current_month>, <current_year>

This section describes an organization'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 organization 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 organization account, in the current month.

Sound files overview

This section provides general details about the sound files available on an organization account:

- **Total sounds:** The total number of shared and personal sounds owned by the organization and by all its child accounts.
- **Shared sounds:** The total number of shared sounds. Both the organization 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 organization.

Music on hold overview

This area details sums up all the music-on-hold files of an organization:

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

Disk space overview

In this section, you will find details about the **Total disk space**, i.e. the total disk space in KB used by sound files, music on hold files, voicemail messages, call 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 organization's preferences.

Accounts overview

In this area, you will find detailed information about the organization 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 users	The total number of user accounts owned by the organization.
Enabled users	This number displays how many of the organization's user accounts are enabled.
Suspended users	This number displays how many of the organization's user accounts are suspended.
Total extensions	The total number of extensions owned by the organization.
Registered extensions	This number displays how many of the organization's phone terminal extensions are registered, from the network perspective.
Phone terminals	The total number of Phone terminal extensions owned by the organization.

Queues	The total number of Queue extensions owned by the organization.
Queue login centers	The total number of Queue login center extensions owned by the organization.
IVRs	The total number of IVR extensions owned by the organization.
Voicemail centers	The total number of Voicemail extensions owned by the organization.
Conferences	The total number of Conference extensions owned by the organization.
Calling cards	The total number of Calling card extensions owned by the organization.
Callback extensions	The total number of Callback extensions owned by the organization.
Intercom/paging extensions	The total number of Intercom/paging extensions owned by the organization.
SIP trunking channels used	The total number of SIP trunking channels used by the organization 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 owned by an organization account.

Related topics

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