Overview Tab

This page describes the overall statistics grouped under the Overview tab.

Overview

The Overview tab opens the statistics on the number of objects (accounts, sounds, charging plans, active calls, etc.) currently available in the system. Find out in the sections below what information does VoipNow display about the system.

System usage overview for <month>, <year>

This section details the calls associated with an account.

- **Public phone numbers cost:** The total monthly amount that must be paid to the channel provider.
- **Total length of incoming calls:** The total time spent on incoming calls in the current month.
- **Total length of outgoing calls:** The total time spent on outgoing calls in the current month.
- **Maximum length of an incoming call:** The maximum time spent on incoming calls by extensions belonging to the logged in account.
- **Maximum length of an outgoing call:** The maximum time spent on outgoing calls by the extensions belonging to the logged in account.

Accounts overview

This section displays the number of accounts in the system and their status.

Field	Description
Total service providers	The total number of service provider accounts.
Enabled service providers	The number of enabled service provider accounts.
Suspended service providers	The number of disabled service provider accounts.
Total organizations	The total number of organization accounts.
Enabled organizations	The number of enabled organization accounts.
Suspended organizations	The number of disabled organization accounts.
Total users	The total number of user accounts.
Enabled users	The number of enabled user accounts.
Suspended users	The number of disabled user accounts.
Total extensions	Total number of extensions.
Phone terminals	The total number of Phone terminal extensions on the server.
Queues	The total number of Queue extensions on the server.
Queue login centers	The total number of Queue login center extensions on the server.

IVRs	The total number of IVR extensions on the server.
Voicemail centers	The total number of Voicemail center extensions on the server.
Conferences	The total number of Conference extensions on the server.
Callbacks	The total number of Callback extensions on the server.
Calling cards	The total number of Calling card extensions on the server.
Intercom /paging	The total number of Intercom/paging extensions on the server.
SIP trunking channels used	The total number of SIP trunking channels currently in use by all the Phone terminal extensions in the system. Computed based on the total number of **Maximum public concurrent calls** set for all the Phone terminal extensions that have the **A PBX is connected to this extension** option enabled from their Provisioning and SIP Preferences page.

Channels overview

This area describes the number of channels in the system.

- **Total channels:** The total number of channels.
- **Enabled channels:** The number of enabled channels.
- **Suspended channels:** The number of disabled channels.
- **Registered channels:** The number of channels registered to the remote servers.

Sound files overview

This section provides general details about the sound files available on the system.

- **Total sounds:** The total number of shared and personal sounds in the system. The sounds owned by the logged in account and the sounds owned by accounts belonging to the logged in account are counted.
- **System sounds:** The total number of system sounds. System sounds are the equivalent of shared sounds, but they are defined in the administrator context. System sounds can be used by all VoipNow accounts belonging to the account that added the sound.
- **Shared sounds:** The total number of shared sounds. Shared sounds can be defined in service provider and organization contexts. Shared sounds can be used by all VoipNow accounts belonging to the account that added the sound.
- **Personal sounds:** These sounds can be used only be the account that created them.

Music on hold overview

This area details sums up all the music-on-hold files in the system.

- **Total music on hold files:** The number of music on hold files for the logged in account.
- **System music on hold files:** The number of non-system music on hold files, owned by the logged in account.
- **Personal music on hold files:** The number of system music on hold files, owned by the logged in account.
- **Personal music on hold folders:** The number of music on hold folders, owned by the logged in account.

Charging plans overview

This section displays the number of charging plans available on the system.

- **Admin level charging plans:** The number of charging plans created by the administrator(s).
- **Service Provider level charging plans:** The number of charging plans created by service providers.
- **Organization level charging plans:** Organization level charging plans.

Related pages

Call Reports

Call Flows

Call Statistics