



# InterCall Online User Guide

## Owner Reports



### For more information:

United States:  
800.374.2441  
www.intercall.com  
info@intercall.com

Canada:  
877.333.2666  
www.intercall.ca

Numerous types of audio and web activity reports are available from InterCall Online to help you keep track and analyze your conferencing usage.

After logging into your InterCall Online account, select **Reports** from the left-hand navigation bar.

REPORTS
<a href="#">Audio Activity Reports</a>
<a href="#">Web Activity Reports</a>
<a href="#">InterCall Unified Meeting Reports</a>
<a href="#">Live Meeting Reports - Meeting List</a>
<a href="#">Live Meeting Reports - Recording List</a>
<a href="#">MeetingCenter Reports</a>

## Audio Activity Reports

Summarize your audio conferencing activity for the last four months of billed data and the current month's data. Current month data displays estimated charges for your calls. Customize your report by selecting the date or range of dates for which you want to analyze. Further customize your report by selecting from the many categories of information available, i.e., total audio minutes and conference charges. You can select to view your report onscreen in HTML or download to your desktop as an Excel spreadsheet.

Audio Activity Reports	
<p><b>i</b> Data is 48 hours in arrears. Please note: you will be unable to view usage for the previous month during the bill run (approximately 1st-8th of each month) *Indicates required fields</p>	
CUSTOMIZE YOUR AUDIO ACTIVITY REPORT	
* Start Date: 09/01/2010 * End Date: 09/21/2010 Output As: Select One	
REPORT ITEMS	FILTER(S)
<a href="#">Select All</a> <a href="#">Deselect All</a>	
<input type="checkbox"/> Conference ID	Conference ID
<input type="checkbox"/> Billing Status	
<input type="checkbox"/> Invoice Number	Invoice Number
<input type="checkbox"/> Status	
<input type="checkbox"/> Rep Code	
<input type="checkbox"/> Company Number*	Company Number
<input type="checkbox"/> Company Name	
<input type="checkbox"/> Owner Number	Owner Number
<input type="checkbox"/> Owner Name	
<input type="checkbox"/> Owner Phone	
<input type="checkbox"/> Account Number	Account Number
<input type="checkbox"/> Conference Date	Conference Date
<input type="checkbox"/> Conference Start Time	
<input type="checkbox"/> Conference End Time	
<input type="checkbox"/> Leader Name	
<input type="checkbox"/> Conference Type	
<input type="checkbox"/> PAC Code	PAC Code
<input type="checkbox"/> Conference Topic	
<input type="checkbox"/> Lines	

**west** InterCall is a subsidiary  
of West Corporation

AAP/EOE



- 1 Enter a **Start Date** and **End Date** for the report you want to obtain.
- 2 Select your type of output: Excel spreadsheet or HTML document.
- 3 Check the appropriate boxes to choose the conference detail you want to include and analyze.
- 4 Click **View Report** to run and obtain your report.

## Web Activity Reports

Review your web conferencing activity for the last four months of billed data and the current month's data. Current month data displays estimated charges for your calls. Customize your report by selecting the date or range of dates for which you want to analyze. Further modify your report by selecting from the many categories of information available, i.e., total audio minutes and conference charges. You can choose to view your report onscreen in HTML or download to your desktop as an Excel spreadsheet.

Web Activity Reports

Data is 48 hours in arrears. Please note: you will be unable to view usage for the previous month during the bill run (approximately 1st-8th of each month)

\*Indicates required fields

CUSTOMIZE YOUR WEB ACTIVITY REPORT

\* Start Date: 09/01/2010

\* End Date: 09/21/2010

Output As: Select One

REPORT ITEMS

FILTER (S)

Select All Deselect All

☐ Web Conference ID

Web Conference ID

☐ Billing Status

Billing Status

☐ Invoice Number

Invoice Number

☐ Status

Status

☐ Rep Code

Rep Code

☐ Company Number \*

Company Number

☐ Company Name

Company Name

☐ Account Number

Account Number

☐ Owner Number

Owner Number

☐ Owner Name

Owner Name

☐ Owner Phone

Owner Phone

☐ Conference Date

Conference Date

☐ Conference Start Time

Conference Start Time

☐ Conference End Time

Conference End Time

☐ PAC Code

PAC Code

☐ Total Participants

Total Participants

☐ Conference Topic

Conference Topic

☐ Total Minutes

Total Minutes

☐ Retail Charges

Retail Charges

- 1 Enter a **Start Date** and **End Date** for the report you want to obtain.
- 2 Select your type of output: Excel spreadsheet or HTML document.
- 3 Check the appropriate boxes to choose the conference detail you want to include and analyze.
- 4 Click **View Report** to run and obtain your report.

## MICROSOFT® OFFICE LIVE MEETING, OFFERED BY INTERCALL REPORTS - MEETING LIST

Access your Office Live Meeting account through InterCall Online to view your meeting list and manage your account.



Microsoft® Office Live Meeting offered by InterCall

1908104 Logout Download Support Help

My Home Meeting List Recording List

Meeting List Report

This report lists the meetings and attendance for a given time period  
*Reports may not reflect activity from the last two hours.* [Download CSV](#)

Filter

Show all meetings between: 04/23/2008 and 05/23/2008  
Note: Please use MM/DD/YYYY date format

View

Report

Showing all 6 meetings between 04/23/2008 and 05/23/2008 for organizer "1908104"  
Note: Click on the "Meeting ID" link to get the Attendance Report for that meeting

Activity Day	Meeting ID	Type	Subject	Attendance	Reservation Size	Connection Time (HH:MM:SS)	View Poll
May 21, 2008	<a href="#">38340P</a>	Scheduled	IOL Templates	2	5	0:31:57	

## LIVE MEETING REPORTS - RECORDING LIST

Access your Live Meeting account through InterCall Online to view your recording list and manage your account.

Microsoft® Office Live Meeting offered by InterCall

1908104 Logout Download Support Help

My Home Meeting List Recording List

Recording List Report

This report shows the recordings available for a given time period and the number of times each one was viewed [Download CSV](#)

Filter

Show all recordings available for viewing between: 04/23/2008 and 05/23/2008  
Note: Please use MM/DD/YYYY date format

View

Report

Showing all 1 recordings between 04/23/2008 and 05/23/2008 for organizer "1908104"  
Note: Click on the "Recording ID" link to get the Recording Details for that recording

Start Time (BST)	Recording ID	Bill To	Views	Duration (HH:MM:SS)	File Size (Mb)
02/20/2008 10:14 AM	<a href="#">tBRWFZ2</a>	1908104	0	0:32:03	3.03

Total Recordings	Average per viewed Recordings	Duration (HH:MM:SS)		File Size (Mb)	
		Total	Average	Total	Average
1	0	0:32:03	0:32:03	3.03	3.03

## CISCO WEBEX™ MEETING CENTER, PROVIDED BY INTERCALL REPORTS

Access your Cisco WebEx Meeting Center account through InterCall Online to view your meetings and manage your account.

Meeting Center My WebEx Log Out

Join an Unlisted Meeting

New User Reference

Attend a Meeting

Host a Meeting

Schedule a Meeting

My Meetings

One-Click Meeting

My Recorded Meetings

Set Up

Support

User Guides

Downloads

Training

Contact Us

To join an unlisted meeting, type the meeting number that your host gave to you, then click **Join Now**.

Meeting number:

Join Now



## INTERCALL UNIFIED MEETING® REPORTS

Connect to your InterCall Unified Meeting account through InterCall Online to view your web conferencing reports.

InterCall Unified Meeting Reports

Web Summary

Reports | Web Summary

[Need Help?](#) [Find More Information](#) 

From

June

5

2009

To

July

5

2009

GO

Choose the Date Range

 Select a date range using the select boxes above and click GO.  
If you require more information or assistance, click the [Help](#) link in the main menu.

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