



# Call Reporting portal guide

**Filter by inbound call**  
User the call is logged against

**Filter by outbound call**  
Filter date from

**Number that made the call**  
Filter date to

**Number that received the call**  
Filter by site /company

**Length of the call**  
Filter by keyword

**Date and time of call**

Quality Statistics | Company Details

From	Avg	Max	To	Avg	Max
Mos	4.4	-	Mos	4.4	-
Jitter	4	72	Jitter	0	28
Packet Loss	-	0	Packet Loss	-	0
Latency	0	0	Latency	1	3

user.01@evemarketing.co.uk	01452203541	01452203542	00:00:15	10/07/2017 14:48:21
user.02@evemarketing.co.uk	07713069981	01452203542	00:00:00	10/07/2017 15:25:30
user.02@evemarketing.co.uk	01452203542	02033728980	00:00:20	10/07/2017 15:16:59
user.02@evemarketing.co.uk	01452203541	01452203542	00:00:15	10/07/2017 14:48:21

Total Calls: 5

10 | 25 | 50 | 100

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**Mean Opinion Score**  
Measure used for call quality  
5-Good / 1-Bad

**Page scroll**

**Call quality indicator**  
Green-good  
Amber-average  
Red-poor

**Number of records to return**

The variation in the degree of received packets

The number of packets that failed to reach their destination

The number of packets that have been delayed in reaching their destination