Bell Aliant Unified Communications
Reporting Quick Start Guide

Getting started

The Reporting feature makes it easy to understand and analyze your organization's call usage and access lines. To access your reports, log in to the Bell Business Portal (BBP) at **bell.ca/businessportal**.

NOTE: If this is the first time you are accessing the Bell Business Portal you will be prompted to change your temporary password.

Accessing your reports

1. Once logged in, click on **Reporting** under the Categories menu on the left side of the portal.

2. Click on **Unified Communications Reporting.**

3. Click on the **Reports** tab at the top of the screen and then select **UC Reporting.**

4. Select the type of report you would like to view:
   - **Access lines report** – provides a list of access lines subscribed to Unified Communications.
   - **Access lines summary** – provides a monthly summary of the number of access lines subscribed to Unified Communications.
   - **Call usage report** – provides a list of calling logs that can be used for analyzing your organization's call volumes and patterns over time.
   - **Call usage summary** – provides a monthly summary of the call usage for your Unified Communications service.

NOTE: Call reports should not be used for billing purposes due to the limitations and differences in reporting rules.

Generating a report

Summary reports will automatically generate search results displaying the last 12 months of data for your organization.

- To change the view of your report, select the **Account Names** in the drop down list and then click **View Report.**
- When you click on a particular month, report details will show for that month. During the current month, data will display up to the previous day.

When you select the Access lines report or Call usage report, the system will automatically generate a report for the current month.

- To change the view of your summary, select the **Account Names** in the drop-down list and then click **View Report**.
- You can also change the date or date range at the top of the report, and then click **View Report**.

NOTE: Access lines report displays data for a current date while Call usage report displays data for a specified date range.

If selected for the current month, the Access lines report will display information from the previous day and Call usage will display data from the first day of the month to the previous day.

Viewing a report

When viewing the Access lines report, you will find the following columns displayed:

Telephone number	Account number	Account name	Account location

- **Telephone number** – the number of the access line that is associated with the line activity.
- **Account number** – the account number that is registered to the access line.
- **Account name** – the account name registered to the access line.
- **Account location** – the location of the access line.

When viewing the Call usage report, you will find the following columns displayed, in addition to the columns from the Access lines report:

Originating number	Incoming or outgoing call	Number dialed	Terminating number	Call start time	Call end time	Call duration

- **Originating number** – the phone number of the caller who placed the call.
- **Incoming or outgoing call** – identifies if the call record was an incoming or outgoing call.
- **Number dialed** – the telephone number entered by the caller.
- **Terminating number** – the phone number on the receiving end of the call.
- **Call start time** – the date and time of when the call was placed.
- **Call end time** – the date and time of when the call ended.
- **Call duration** – the total length of the call.

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Navigating and exporting reports

On all reports, you will find a common menu bar that can be used for the following:

1	2	3	4	5	6

1. Export report data into Microsoft Excel.
2. Export report data into Microsoft Word.
3. Export report data into Adobe PDF.
4. Add comments to report. Please note that comments will only be viewable by users in your organization.
5. Report information.
6. Help file.

You can view the report in full screen mode by selecting the full screen icon on the top right corner of the screen.

To avoid scrolling down on the search results page, navigate using the arrow bar:

1	2		3	4
	◁	1 Page of 1	▷	

1. First page
2. Previous page
3. Next page
4. Last page

Reports can be exported to Microsoft Word, Microsoft Excel and Adobe PDF formats.

1. Select the format you would like to export your report into.
2. Once the system has generated the report, click **Download** to open file.
3. Click **Open** and **Save** file.

> **NOTE:** A maximum of 65,536 rows can be displayed in XLS format when using Excel 2007 or later. If your report exceeds this limit, try reducing your date range or Account Names.

Scheduling a report

The report scheduler allows you to schedule reports that will be emailed on a weekly or monthly basis. To schedule a report, select the Schedule icon under the **Settings** tab.

1. Click **Settings** at the top of screen, then click **Schedule.**
2. Click the **Add New** icon to create a new schedule.
3. Select the available report from drop-down list.
4. Select the desired language then click the **next** button.

5. Select **Schedule frequency.**
   - **Month option** - select the day of month on which the report will be sent.
   - **Week option** - select the day of week on which the report will be sent.
   - **Daily option** - select the day(s) of week on which the report will be sent.

6. Select the start date and end date (if applicable) by using the calendar icon.

7. Select the file type from the drop-down list. Your email address auto-populates based on the information you provided in the BBP. If it is not the correct address, please update your profile in the BBP (your email address cannot be modified within the reporting feature).

8. Click the **next** arrow or number icon to continue.

9. Enter a schedule name and description (if applicable) and click **Save.**

10. Upon successful completion, the selected report will appear in your schedule list. You will receive the report in your inbox based on the selected schedule.

Session management and exiting reporting

For your security, your session will automatically expire after a period of inactivity. A reminder message will appear indicating your session is about to expire. You can click to extend the session or exit out of the application. To exit, select your name and then click **Exit.**

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