

**CM and Web Reporting Highlights**  
**Pop-Up Training Notes**  
**6/15/2021-6/17/2021**

- **Web Reporting**

- Adding Users



- Help



- Marketing Reports

- Assigned Services
- Churn Networks
- Churn Services
- Billed Revenue/Average Invoice
- Include Exclude Services
- Market Penetration
- Disconnects
- Networks Type Revenue

- Mediation Reports

- High Toll Notify
- No Master
- CDR for Phone Number
- High Volume Users
- Most Called Numbers
- Number of Calls by Carrier

- CM Real Time Reports
  - Pending Service Order Count
  - Service Order Count
  - Service Order Aging
  - Sales Lead Count
  - Trouble Ticket Count
  - Open Trouble Ticket Count
  - Trouble Cleared Count

- **Dashboard**

- Adding Reports
- Set Up

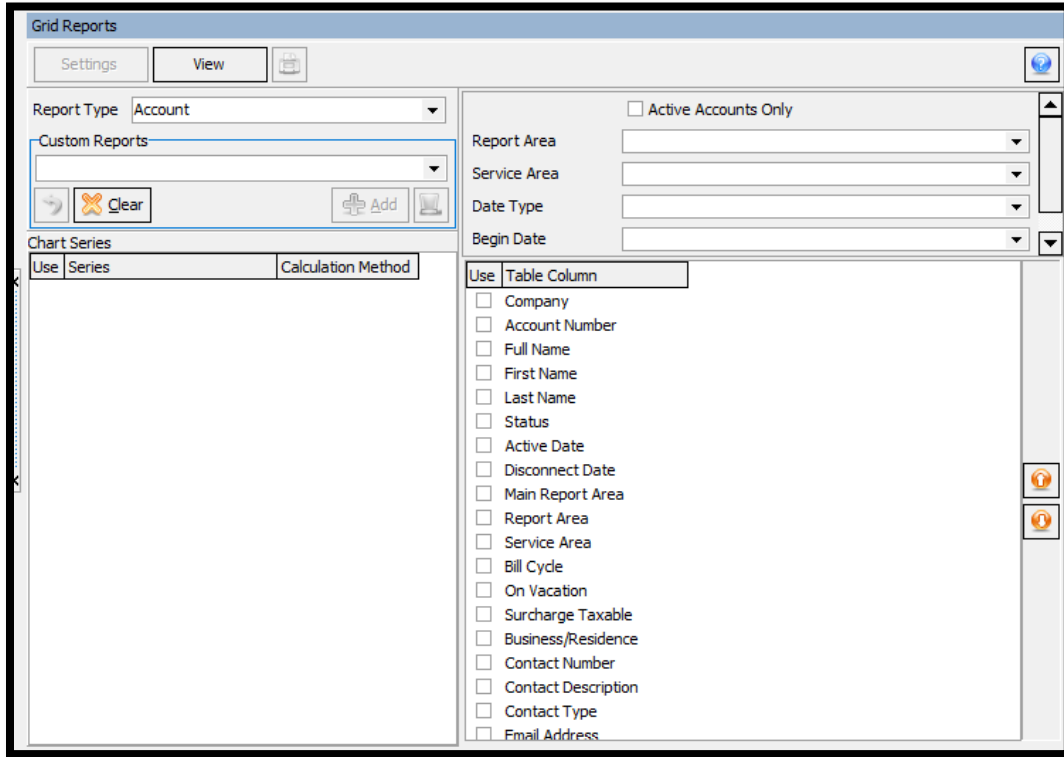
**DASHBOARD SETTINGS**

Select the template and chart type to be displayed in each report panel of your dashboard.

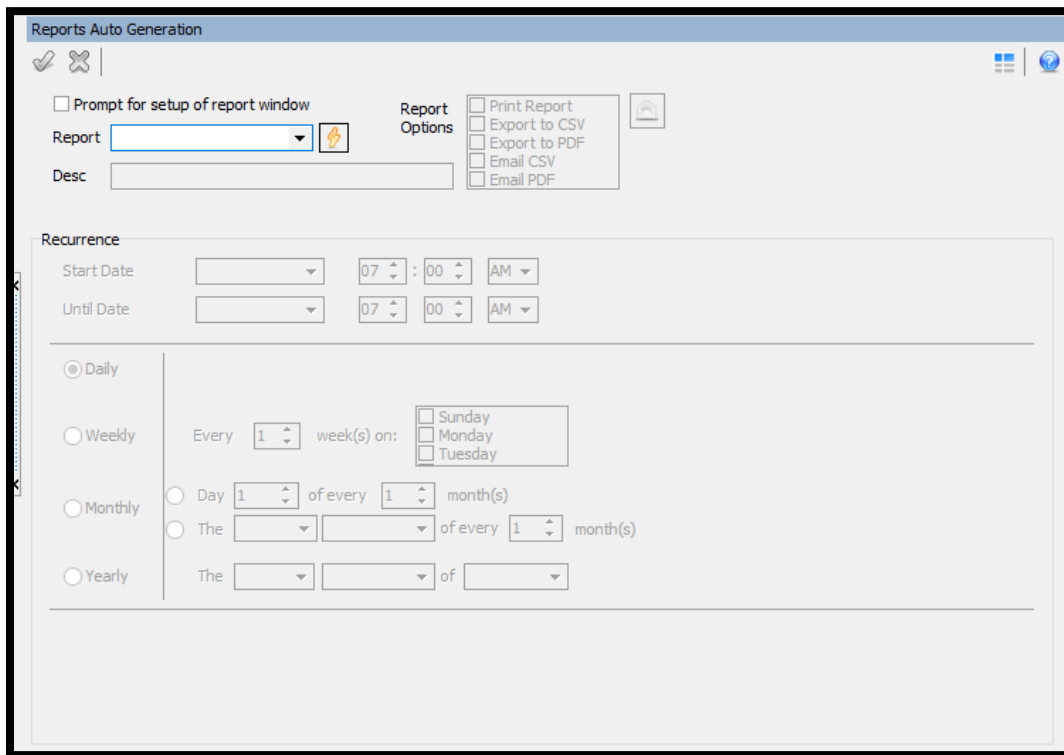
My Dashboards: Dashboard 1 ▼ Description: General Trending 1 SAVE DESCRIPTION

REPORT PANEL # 1			
REPORT	TEMPLATE	CHART TYPE	EDIT OPTION
Billed Revenue & Account Average Invoice	BILLED REVENUE	Pie	<a href="#">Edit</a>
REPORT PANEL # 2			
REPORT	TEMPLATE	CHART TYPE	EDIT OPTION
Assigned Services	Default AssignedServices	Pie	<a href="#">Edit</a>
REPORT PANEL # 3			
REPORT	TEMPLATE	CHART TYPE	EDIT OPTION
Trouble Ticket Count	Trouble Ticket Count	Pie	<a href="#">Edit</a>
REPORT PANEL # 4			
REPORT	TEMPLATE	CHART TYPE	EDIT OPTION
Billed Revenue & Account Average Invoice	Default AverageInvoice	Column	<a href="#">Edit</a>

- **Grid Reports**



- **Report Auto Generation**



- Report Shortcut Keys

Report Shortcuts

Modifier:

F1	<input type="text" value="Unit Service Register"/>	F5	<input type="text"/>	F9	<input type="text"/>
F2	<input type="text" value="Commissions"/>	F6	<input type="text"/>	F10	<input type="text"/>
F3	<input type="text" value="Internet"/>	F7	<input type="text"/>	F11	<input type="text"/>
F4	<input type="text"/>	F8	<input type="text"/>	F12	<input type="text"/>