

ONSIGHT PLATFORM MANAGER (OPM) REPORTING TIPS



FOR SUMMARY REPORTS OF ONSIGHT CONNECT USAGE

- Log in to OPM, and click on Statistics and Events.
- Click on Reports.
- Select desired Report Name:
 - o Top Usage (Calls)
 - o Least Usage (Calls)
 - o Top Usage (Logins)
 - o Least Usage (Logins)
 - o Top Usage (Bandwidth)
 - o Least Usage (Bandwidth)
 - o Guest Invite Summary
 - o Overall Usage Summary
- Select date range.
- Select the user account type.
- If OPM is set up with defined user groups, country or custom fields each can be selected to report on the above.
- Select period of report for Usage Summary Reports:
 - o Daily
 - o Weekly
 - o Monthly
 - o Quarterly
 - o Yearly
- Click Run Report
- Any report can be exported to Excel/CSV.

FOR MORE DETAILS

- After logging in, click on Statistics (for call statistics) and input date range, then click Apply Filter. Export file to see all data available.
- Click on Client Activity for Login data for standard and external guest users, then click Apply Filter. Export file to see all data.
- Lists Information, Errors, Warnings, and Fatal events, Admin can see when an OnSight license was created, deleted, locked out, when the welcome email was sent to new users, etc is very useful for trouble shooting.

EVENTS

- List Information, Errors, Warnings, and Fatal events. Enter a date range in which Admin can see when an OnSight license was created, deleted, locked out, when the welcome email was sent to new users, etc is very useful for troubleshooting. Can include either standard, external guest or API users. Click Apply Filter.

FOR HEAT MAP

Heat Map depicts client activity based on IP address.

- Select Type: Logins or Calls
- If call, select: Caller, Callee or both
- Select Date Range
- Click Apply Filter