



TELSTRA CALLING FOR OFFICE 365 Admin Centre Reporting Quick Reference Guide

Office 365 Admin Centre - Reporting

As an Administrator of an Office 365 service you also have access to Reporting in the Office 365 Admin centre to view and analyse information about the service and individual users. There are several different reports you can run within the **System Usage** reports.

Log into the Office 365 Admin Centre

1. From your browser log in to the following URL:
<https://login.microsoftonline.com/>
2. Enter your **Office 365 username** and select **Next**

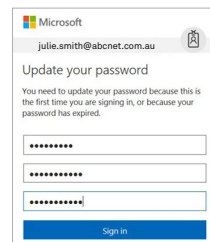


3. Enter your **Office 365 password** and select **Sign In**

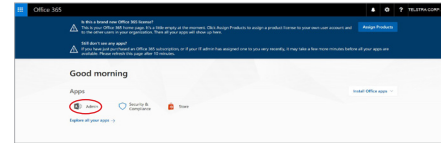


If you are signing in for the first time you will be prompted to change your password.

- i. Type your old password
- ii. Type your new password
- iii. Confirm your new password
- iv. Select **Sign In**

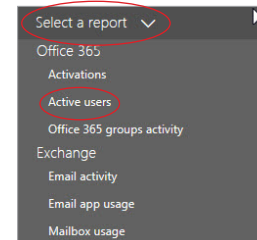


4. Click on **Admin** to open the **Admin Centre**

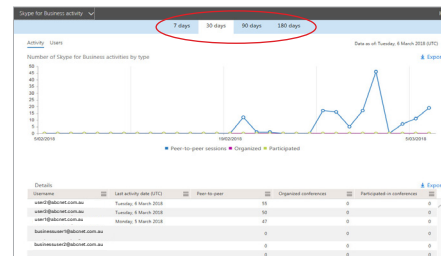


Generate Instant Reports

1. Click on **Admin** to open the **Admin Centre**
2. Select **Usage**
3. Click on the **Select a report** drop down and select the report you want to generate



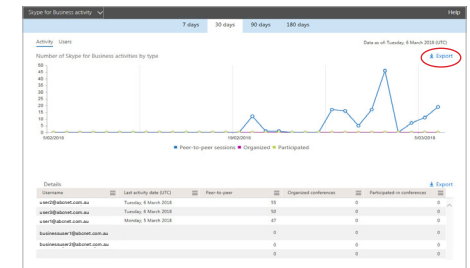
4. The report you have selected will appear in a 30 day format. You can change to 7 days, 90 days or 180 days, by selecting the relevant options



Exporting a Report

You can export a report to Excel. To export:

1. Click on **Admin** to open the **Admin Centre**
2. Select **Usage**
3. Click on the **Select a report** drop down and select the report you want to generate
4. Whilst viewing the report select **Export**



5. Click on the dropdown for **Save** and select **Save As**



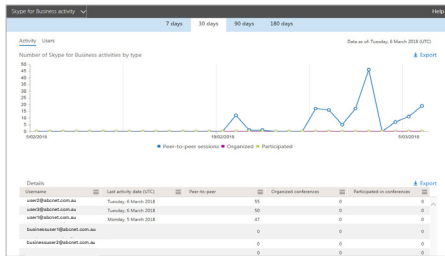
6. Browse and save the report file
7. Your report will now be saved in Excel

How to get the Skype for Business Activity Report

The Skype for Business reports give you details on activity across your organization. These details are very helpful when you are investigating, planning, and making other business decisions for your organization. To run a Skype for Business activity report:

1. Click on **Admin** to open the **Admin Centre**
2. Select **Usage**

- Click on the **Select a Report** dropdown and select **Skype for Business Activity**



You can get a view into your user's **Skype for Business** activity by looking at the **Activity** and **Users** charts. Or the Skype for Business Activity report can be viewed for trends over the last 7 days, 30 days, 90 days, or 180 days.

Available Reports:

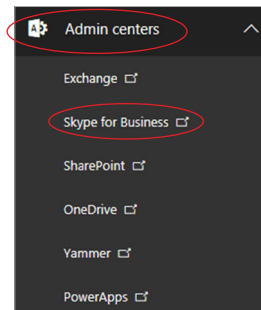
- Skype for Business activity:** You can see how much your users are using peer-to-peer, organized, and participated in conferencing sessions.
- Skype for Business peer-to-peer activity:** You can see how much your users are using IM, audio/video, application sharing and transferring files.
- Skype for Business conference organizer activity:** You can see how much your users are organizing conferences that use IM, audio/video, application sharing, Web, dial-in/out - 3rd party, and dial-in/out - Microsoft.
- Skype for Business conference participant activity:** You can see how many IM, audio/video, application sharing, Web and dial-in/out conferencing conferences are being participated in.

- Skype for Business device usage:** You can see the devices including Windows-based operating systems and mobile devices that have the Skype for Business app installed and are using it for IM and meetings.
- Skype for Business PSTN usage:** You can see the number of minutes spent in inbound/outbound conference calls. Only PSTN usage for conference calls will be reported here.
- Skype for Business users blocked:** You can see a list of blocked users in your organization.

How to access the Skype for Business Call Quality Dashboard

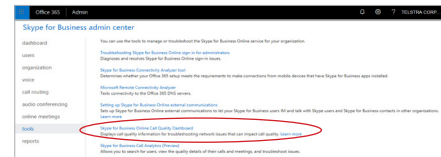
The **Skype for Business Online Call Quality Dashboard** displays call quality information for troubleshooting network issues that can impact call quality. To access the Microsoft Call Quality Dashboard:

- Click on **Admin** to open the **Admin Centre**
- From the navigation menu select



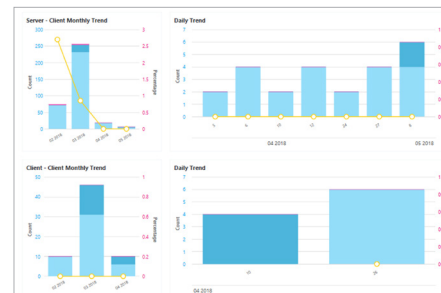
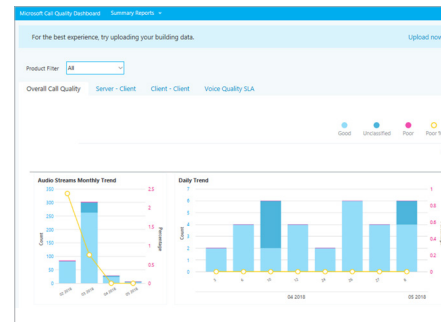
Admin centers and Skype for Business

- In the **Skype for Business Office 365 Admin Center** select **tools** from the navigation menu and **Skype for Business Online Call Quality Dashboard**

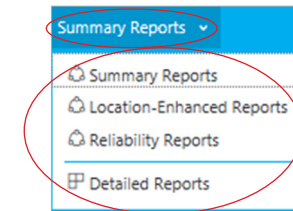


- From the top right corner of the Microsoft Call Quality Dashboard select **Sign In**. Log in with your Global Administrator account credentials.

As soon as you log in the CQD will begin collecting and processing data. This can take a few hours to process enough data to display meaningful results.



- You can select from **Summary Reports** to display the data differently. Select **Summary Reports** and choose the report you want to use.



- Review the data and once complete select **Sign Out** to sign out of the Microsoft Call Quality Dashboard.

