



Reports

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Overview

You can generate reports to track and measure activities and usage of the Cisco Jabber application. You can only run reports for the previous 13 months. Generating a report is a two-step process of selecting the type of report to generate and then generating it. Each report displays the time stamp using the Greenwich Mean Time (GMT) as the time zone.

Many reports can be run in 15, 30, and 60 minute intervals.

The Cisco WebEx Messenger Organization Administrator can generate the following reports:

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You can run only one report at a time. A progress indicator shows the status of the report generation. A completed status indicates that your report was successfully generated. You can directly view the report or save it to your computer as a CSV file. Reports are saved for 7 days from the date the report is generated.

Generate a Report

Procedure

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- Step 1** To generate a report, select the **Report** tab.
- Step 2** From the **Report Type** drop down list, select the type of report that you want to generate.
- Step 3** (Optional) Select the **Interval** for the report.
The **Interval** option is available only for the following reports:
- **Messenger Activity:** Select **Interval, Month, or Year**.
 - **Messenger User Activity:** Select **Month or year**
- Step 4** Select **Generate Report**.
The **Status** column shows a **Running** status indicating the progress of the report generation. After it is successfully generated, the **Status** column shows **Completed**. Additionally, you also receive an email that contains instructions to download the report.
- Step 5** Select the name of the report link to open or save the report.
- Note** To cancel the report generation at any time when the **Running** status is showing, select **Cancel the Progress**. A **Stopped** status indicates that the report generation has been canceled.
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Messenger User Report

The Messenger User Report includes the following columns (listed below in the order they appear from left to right in the report):

Column	Description
User Name	The user's sign in name.
User Status	Displays the user as activated/deactivated. A deactivated user cannot sign into the Cisco Jabber application.
Total Storage Used(MB)	The total megabytes of storage used.
Total Allocated Storage (MB)	The total megabytes of storage limit allocated for the user.
Total Number of Spaces Owned	The total number of spaces owned by the user.
Total Number Of Spaces as Member	The total number of spaces in which the user has the role of member.

Column	Description
Logged User	Displays if the user's IMs are signed in via IM Logging and Archiving. (true/false).
Archiving Endpoint	The endpoint where the user's IMs are being archived. If the Logged User is set to true, then this value is set to the default. The value is shown as Default if the user's IM's are archived to the endpoint which has been designated as is the default archiving endpoint. For more information, see Set Up IM Archiving .
Number of Users in roster (excluding Directory Groups)	Displays the number of contacts in the user's contact list. Does not include those in Directory groups. For more information, see Directory Integration .
Number of Personal Groups in roster	Displays the number of contacts in the users contact list. This number excludes those that are part of the Directory Group. For more information, see Directory Integration .
Number of Directory Groups in roster	Directory Groups are groups whose membership is pre-determined. Users can add groups to their contact list but cannot alter the members in the group. This feature is only available if the customers using the Directory Integration feature

Messenger Widget Report

The Messenger Widget Report displays details about widgets created in your Cisco WebEx Messenger Organization. This report is only useful if your organization uses the Spaces feature in Cisco WebEx Messenger. The Messenger Widget Report includes the following columns (listed below in the order they appear from left to right in the report):

Column	Description
Widget Name	The name of the widget.
Company Name	The name of the company in which the widget is created.
Creator Name	Name of the person (user) who created the widget.
Version Number	The version number of the widget.
Used in Spaces	The number of spaces where this widget is used.

Messenger Activity

The Messenger Activity report displays details of various activities in your Cisco WebEx Messenger organization for a particular month. This report displays the following data for the month for which you have generated the report.

Column	Description
Date	Displays the date data as YYYY/MM/DD. This is the date that data collection began.
Time	Displays the time data. This is the time that data collection began and was collected and aggregated up to the specified aggregation intervals of 15, 30, and 60 minute.
Number of Concurrent Users	<p>Displays the number of simultaneous users signed into the Cisco Jabber application.</p> <p>Note The metric is calculated as: Number of Concurrent Users = Number of users signed in (beginning of interval) + Number of users signed in (during time interval) – Number of users signed out (during time interval). Negative numbers are permitted.</p>
Aggregate Number of Logins/Logouts	<p>Displays the number of sign in/sign outs.</p> <p>Note This is the Number of Concurrent Users (current interval) – the Number of Concurrent Users (previous interval).</p>
Number of IM's	Displays the number of outgoing instant messages.
Number of Meetings Hosted	Displays the number of meetings hosted from the Cisco Jabber application.
Number of Meetings Joined	Displays the number of meetings joined from the Cisco Jabber application.
Number of Desktop Share Sessions	Displays the number of desktop share sessions initiated from the Cisco Jabber application.
Number Telephony of Calls	Displays the number of conference calls initiated from the Cisco Jabber application.
Number of Click-to-Call Calls	Displays the number of calls initiated from the Cisco Jabber application using the Cisco Unified Communication Integration.
Number of Video Calls	Displays the number of outgoing video calls.
Number of PC-to-PC Calls	Displays the number of outgoing VOIP calls.

Messenger User Activity

The Messenger User Activity report displays details of activities that users of your Cisco WebEx Messenger organization have performed for a particular month. This report displays the following data for the month for which you have generated the report.

Column	Description
User Name	Displays the name (sign in name) of the user.
Number of Logins	Displays the number of times the user signs in into the Cisco Jabber application.
Number of New Spaces Owned	Displays the number of new spaces created during the month. This includes the two spaces (MyWebex and Developer Sandbox) that are automatically created when the user signs in for the first time.
Number of New Spaces Joined	Displays the number of new spaces that users have joined with the member role during the month. This number excludes the number of spaces that users have created.
Number of Meetings Hosted	Displays the number of meetings hosted from the Cisco Jabber application.
Number of Meetings Joined	Displays the number of meetings joined from the Cisco Jabber application.
Number of IMs	Displays the number of outgoing IMs.
Number of Telephony Calls	Displays the number of conference calls initiated by users from the Cisco Jabber application.
Number of Click-to-Call Calls	Displays the number of Click-to-Call calls initiated by users from the Cisco Jabber application using the Cisco Unified Communication Integration.
Number of Desktop Share Sessions	Displays the number of desktop sharing sessions initiated by users from the Cisco Jabber application.
Additional Storage Used (MB)	Displays the amount of additional storage (in MB) used. This metric is calculated as follows: Additional Storage Used = Storage Used – Storage Freed Up. This can be a negative number.
Last Login	Displays the last time the user signed in and the type/version used.
Number of Video Calls	Displays the number of video calls made by the user (outgoing calls).
Number of PC-to-PC Calls	Displays the number of VOIP calls initiated from the Cisco Jabber application.

Audit Trail Report

The Audit Trail report displays a list of all the actions performed by the Cisco WebEx Messenger Organization Administrator. Every action that the Organization Administrator performs within Cisco WebEx Messenger Administration Tool is logged by the tool and displayed in the Audit Trail report. This includes actions such as signing into the Cisco WebEx Messenger Administration Tool, clicking various tabs on the interface, changing configuration settings and generating the Audit Trail report itself.

The Audit Trail report is available as a CSV file and includes the following details:

Column	Description
Administrator	Sign in ID of the Organization Administrator whose actions are logged and captured in this report.
Timestamp	Timestamp of each individual action performed by the Organization Administrator.
Category	Category to which the action belongs. Typical categories include sign in, configuration, policy management, and report management.
Sub Category	Sub category to which the action belongs. Typical sub categories include meetings, XMPP IM clients, policy action addition and removal, auto upgrade and unified communications.
Details	Details of the action. For instance, when the Organization Administrator changes Unified Communication settings, the corresponding details will include the following wording: Changed the Org-Level settings for all clusters.