Welcome to ..

.. your weekly Wholesaler Report

This weekly report provides details on the Wholesale Voyager Voice services for Test Wholesaler1. If you have any questions please contact your Account Manager .. Enjoy ..

Wholesaler Details

Wholesaler Name	Test Wholesaler1
Report Period	4th October 2015 - 10th October 2015
Reporting Email Contact	reportsWholesaler@voyager.co.nz
Technical Email Contact	testWholesaler@voyager.co.nz

Comments

The table shows a summary of the wholesaler account. It can be useful to take a moment to validate this information.

- **Reporting Email Contact**
  This is the email we will use to send reports such as this one. In the absence of this email, the technical contact email will be used
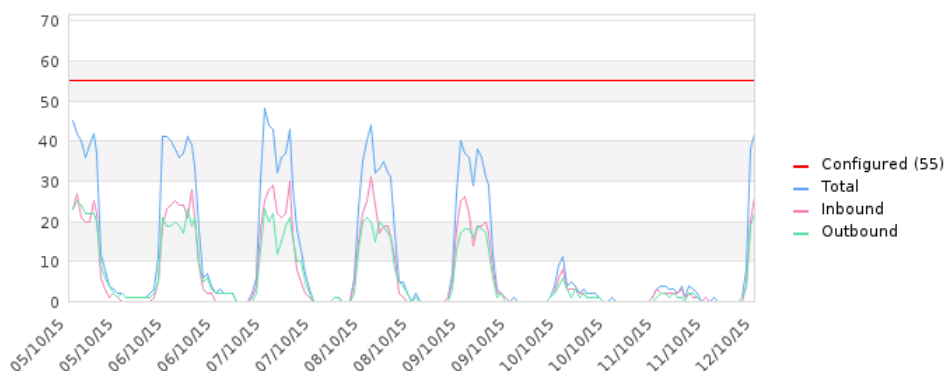- **Technical Email Contact**
  This is the email we will use to send automatically generated email alerts, such as Fraud Protection alerts

  These two emails can be changed in directly in CVS. Just login to your wholesaler account on CVS, select "Hosted PBX", then "Account Details", then "Options".

## How many channels are you actually using

This week

Over the last year

Comments

You have 55 two way channels configured on your wholesaler account. This represents the total number of simultaneous calls all your customers can make at any point in time. In addition to these wholesale channels, you may configure channel restrictions on your customers' accounts.
In order for a call to proceed it must have channel capacity at both the Wholesaler and Customer levels. We record the number of simultaneous calls you are making once every minute, so be aware that you may instantaneously peak above the levels shown in the graph.
In order to accommodate instantaneous bursts, we do allow you to burst slightly above your channel limits. This way you and your customers don't lose any calls. Each hour we check if you have burst above your configured channels, if so, we will send an email to let you know. We currently send these emails to testWholesaler@voyager.co.nz.
Just be aware that if you regularly burst above your channel capacity, the calls will eventually be blocked. Again if any calls are blocked, we'll alert you.
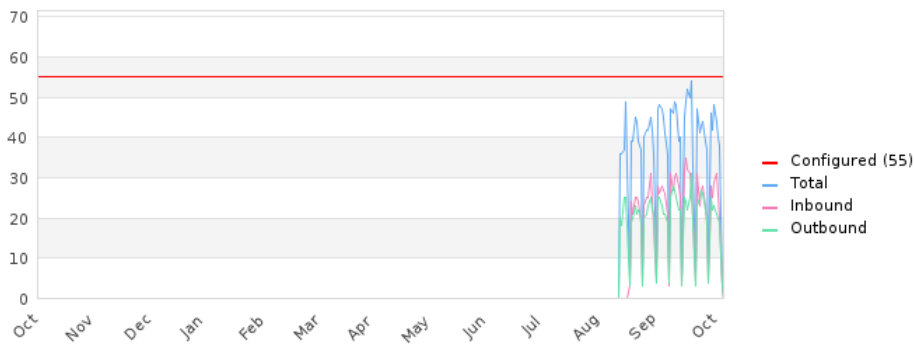
International Calling

Looks like there were no international calls connected.

Comments

Always a good idea to keep track of international calling performed by your customers. Here's a summary of the countries and duration they have been calling. Only those calls connected are counted here.

Sub Account Summary

Total Number of sub accounts	2
Number of New Sub accounts Added this week	0

No new sub-accounts were added this week.

Comments

The table shows a summary of the sub accounts under your wholesaler account. If any new sub accounts have been created, details are provided.

Ported Numbers

No numbers were ported this week.

Comments

This table shows all numbers ported into your accounts in the last week. As yet ported tollfree numbers are not yet available on this report.

Sub Account Details

Account Name	Two Way Channels Configured	Burst Channels Configured	Maximum Used In Period
TestCustABC	10	10	0
new Customer	4	2	0

Comments

This is a list of all your sub accounts. The configured channels shown are the values currently active on the system. Every minute we record the number of channels used by the sub account. The "Maximum Used" value shown in the table represents the peak number of calls we recorded. It is possible that instantaneously the account had slightly more calls active between the times we checked, especially if the duration of calls was really short. We've highlighted those accounts which are approaching channel capacity ..

- 60% - 80% utilisation
- greater than 80% utilisation