

# Zayo Managed Services Customer Management Center (CMC) User Guide

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## CMC Login

Zayo Managed Services Customer Management Center is available from the Internet at: <http://cmc.zayoms.com>.

A User name and password is required to connect to the website. You should have received your user name and password in your Zayo Managed Services Order Confirmation email. If you don't have this information, please contact Customer Support at 303.414.8200.

After entering the web address, a dialog box will pop up, asking for your login and password. Enter each of them now.

### CUSTOMER MANAGEMENT CENTER



Please sign in:

User Name

Password

Forgotten your user ID / Password? Please email [customerservice@zavoms.com](mailto:customerservice@zavoms.com) to request your user id and password.

## Customer Management Center Main Page

Once logged in, the CMC Main page will appear. This page welcomes you to the Customer Management Center, displays the Menu Bar you will use throughout your visit to the site. The Menu Bar remains the same throughout the website.

**Account: VPCI**

**Welcome to Zayo Managed Services' Customer Management Center**

Welcome to the Zayo Managed Services Customer Management Center (CMC). Within this site, you have the ability to access your product data in one convenient place, 24 hours a day, 7 days a week. Through the CMC, customers may view or download detailed daily, weekly or monthly utilization and call detail reports.

We look forward to continuing to meet your data internet and voice needs.

If you have any questions or comments please email [customerservice@zayoms.com](mailto:customerservice@zayoms.com) or call customer care at 303-414-8200

## CMC Reporting

To access the various reports available to you, select the **Customer Reports** option on the Menu Bar. This image shows the different reports that are available for viewing. Network reports provide details on the level of traffic traveling over your Zayo Managed Services Circuit. Call Detail Records allow you to view and download information about all inbound and outbound calls on your Zayo Managed Services voice service.

**Account: VPCI**

**Reports**

**Call Detail Records**

- [Call Logs](#)
- [Top 25 Inbound \(originating\) Callers](#) (note: this could take up to 10 min. depending on your call volume)
- [Reformat Call Center Group Statistics File](#)

**Network**

- [WAN Bandwidth Utilization Edgemarc 4508](#)
- [Call Quality Edgemarc 4508](#)

**Documentation**

- [CMC User Guide](#)
- [Training and Info](#)

If you have any questions or comments please email [customerservice@zayoms.com](mailto:customerservice@zayoms.com) or call customer care at 303-414-8200

## WAN Bandwidth Utilization Report

If you have a dedicated WAN circuit from Zayo Managed Services, you can view bandwidth usage relating to that circuit. For customers with more than one circuit, there will be more than one bandwidth report link.

CUSTOMER REPORTS CONTACT US

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**Account: VPCI**

**Reports**

**Call Detail Records**

- [Call Logs](#)
- [Top 25 Inbound \(originating\) Callers](#) (note: this could take up to 10 min. depending on your call volume)
- [Reformat Call Center Group Statistics File](#)

**Network**

- [WAN Bandwidth Utilization Edgemarc 4508](#)
- [Call Quality Edgemarc 4508](#)

**Documentation**

- [CMC User Guide](#)
- [Training and Info](#)

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If you have any questions or comments please email [customerservice@zayoms.com](mailto:customerservice@zayoms.com) or call customer care at 303-414-8200

Link to WAN bandwidth utilization report.

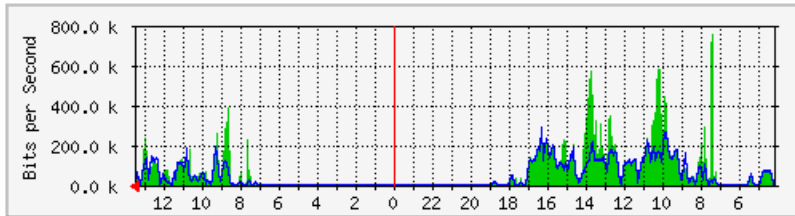
### Daily/Weekly/Monthly/Yearly Utilization Reports

The Daily/Weekly/Monthly/Yearly Utilization Reports provide details on the level of traffic traveling over your Zayo Managed Services circuit. The small red arrow at the lower edge of the graph indicates the direction the graph is flowing. The numbers at the bottom of the graph refer to the time in hours (Mountain Standard Time). The left hand side of the graph has steps of bandwidth shown in Kilobits per second.

The blue lines on the graph indicate Outbound Bandwidth Utilization; the green, Inbound traffic. The maximum bandwidth, average bandwidth, and current bandwidth utilization for both the inbound and outbound traffic are shown for the graph period (daily, weekly, monthly, yearly).

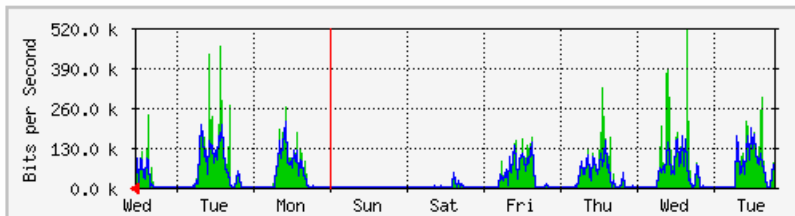
## Traffic Statistics

**'Daily' Graph (5 Minute Average)**



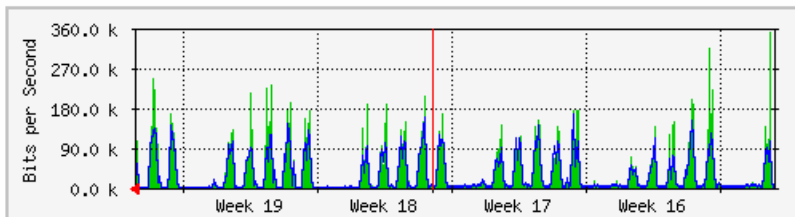
Max In: 767.9 kb/s (7.7%) Average In: 77.5 kb/s (0.8%) Current In: 14.2 kb/s (0.1%)  
 Max Out: 289.9 kb/s (2.9%) Average Out: 49.1 kb/s (0.5%) Current Out: 6008.0 b/s (0.1%)

**'Weekly' Graph (30 Minute Average)**



Max In: 519.9 kb/s (5.2%) Average In: 49.7 kb/s (0.5%) Current In: 127.3 kb/s (1.3%)  
 Max Out: 217.2 kb/s (2.2%) Average Out: 32.8 kb/s (0.3%) Current Out: 110.1 kb/s (1.1%)

**'Monthly' Graph (2 Hour Average)**



Max In: 352.8 kb/s (3.5%) Average In: 42.0 kb/s (0.4%) Current In: 81.8 kb/s (0.8%)  
 Max Out: 166.8 kb/s (1.7%) Average Out: 29.9 kb/s (0.3%) Current Out: 60.6 kb/s (0.6%)

**NOTE:** The Utilization reports represent combined voice and data traffic on the circuit. Currently, there is no mechanism to view this information separately.

## Call Quality Report (Mean Opinion Score)

If you have a dedicated WAN circuit from Zayo Managed Services with an Edgemarc integrated access device installed at your premise, you can view the VoIP call quality at your location. Call quality is based on a Mean Opinion Score (MOS). It is a numeric representation of the audio quality of a call, taking a value between 1.0 (worst) through 5.0 (best). It is a subjective measurement that is determined by having multiple listeners rate audio quality and then averaging their scores. A value of 4.0 is considered good and is the expected value for a "toll quality" PSTN call. Any value over 3.0 is considered OK.

The screenshot shows a web interface with a top navigation bar containing 'CUSTOMER REPORTS' and 'CONTACT US'. Below this, the account name 'Account: VPCI' is displayed. A 'Reports' section follows, containing a 'Call Detail Records' subsection with links for 'Call Logs', 'Top 25 Inbound (originating) Callers (note: this could take up to 10 min. depending on your call volume)', and 'Reformat Call Center Group Statistics File'. A 'Network' subsection contains links for 'WAN Bandwidth Utilization Edgemarc 4508' and 'Call Quality Edgemarc 4508'. The 'Call Quality Edgemarc 4508' link is highlighted with a red box, and a red arrow points from a callout box to it. The callout box contains the text 'Link to Call Quality graph report.'. Below the network section is a 'Documentation' subsection with links for 'CMC User Guide' and 'Training and Info'. At the bottom of the page, a footer line reads: 'If you have any questions or comments please email [customerservice@zayoms.com](mailto:customerservice@zayoms.com) or call customer care at 303-414-8200'.

## Daily/Weekly/Monthly/Yearly MOS Reports

The Daily/Weekly/Monthly/Yearly MOS Reports provide details on the level of voice quality across your LAN and your Zayo Managed Services circuit. The small red arrow at the lower edge of the graph indicates the direction the graph is flowing. The numbers at the bottom of the graph refer to the time in hours (Mountain Standard Time). The left hand side of the graph is the MOS score (0-5) scaled by a factor of 100.

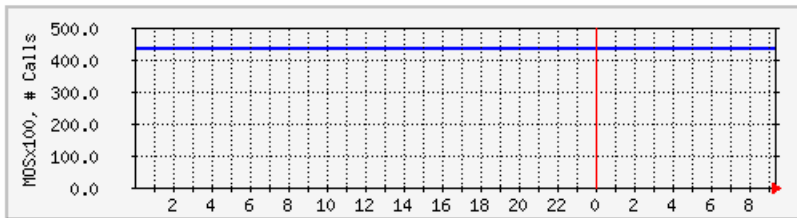
Due to the nature of the data gathering for MOS statistics, the green “concurrent calls” is irrelevant in the reporting graph and should be ignored. The relevant counter in the MOS graph are the blue MAX and AVERAGE MOS scores for the time period being viewed.

The MOS graphs are trending graphs and are based on call quality scores from both the WAN and LAN. The higher the value, the better the voice quality. MOS score of 3 or above is considered okay.

## Average MOS Statistics

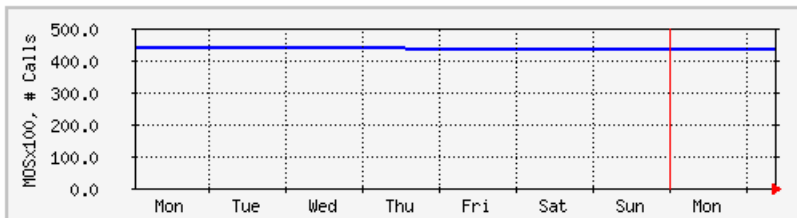
The statistics were last updated **Tuesday, 17 July 2007 at 9:21**

### 'Daily' Graph (5 Minute Average)



Max **Current Calls**: 2. Average **Current Calls**: 0. Current **Current Calls**: 1.  
 Max **MOS x 100**: 438. Average **MOS x 100**: 437. Current **MOS x 100**: 437.

### 'Weekly' Graph (30 Minute Average)



Max **Current Calls**: 1. Average **Current Calls**: 0. Current **Current Calls**: 0.  
 Max **MOS x 100**: 440. Average **MOS x 100**: 438. Current **MOS x 100**: 437.

## Call Detail Record Reports

To access a detailed report on the inbound and outbound calls on your Zayo Managed Services system, click the [Call Logs](#) link.

**Select the Date**

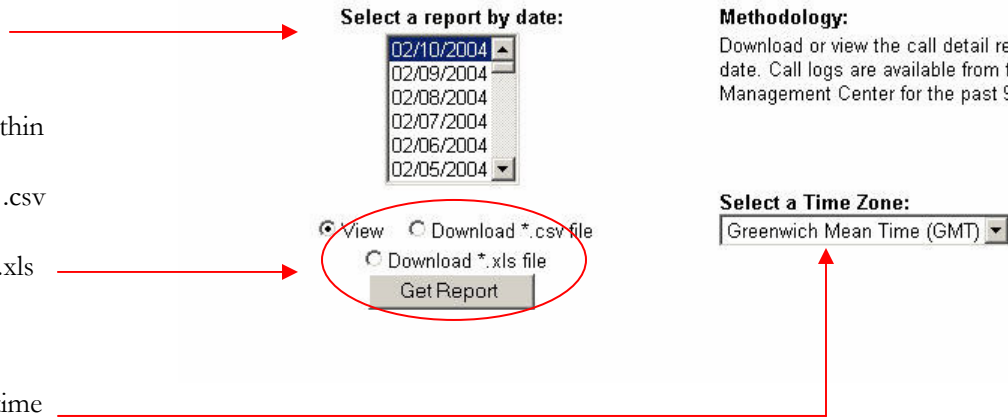
- Select a specific date for your report.

**Select how you want to receive the report:**

- View – This will load the report data within the html page
- Download \*.csv file – This will create a .csv file that can be downloaded to your PC
- Download \*.xls file – This will create a .xls file that can be downloaded to your PC

**Select a Time Zone:**

- Using the drop-down menu, select the time zone you want the data displayed in



After the parameters are specified, click the [Get Report](#) button.

**Reading the Report**

The report information is presented in categories that include:

- Call Direction – indicating whether the call was inbound or outbound
- Calling Number – this is the number of the party making the call
- Called Number – this is the number of the called party
- Call Date – the date of the call (note: the system keeps call date and time stamps based on Greenwich Mean Time (GMT); when selecting a different time zone, you may see some phone calls from the day before in your report)
- Call Time – time of the call (24-hour time, shown based on the time zone you selected)
- Call Duration – the duration of the call; call duration is rounded up to the nearest 6-second increment
- Account Code – this is the account code if dialed
- Answered – indicates whether or not the call was answered; “Yes,” “No,” or “Yes-“ (indicating call was answered after being redirected)
- Redirected – if a call is redirected, this is the original reason for the redirection; common redirected reasons include:

- User-busy – redirected due to a user busy condition (ie. Do Not Disturb)
- No-answer – the call was left unanswered
- Unconditional – a call forward always treatment was set
- Time of Day – a call was forwarded due to a time of day setting
- Deflection – Auto Attendant transfer, blind transfer, transfer on 0 while leaving voicemail
- Follow me – click to dial originating a call leg, remote office turned on, simultaneous ring
- Hunt group – hunt group call to an agent
- Call center – call center call to an agent
- Dialed Digits – digits as dialed by the user
- Original Called Number - when the call has been redirected one or more times, this field reports the first number that was called

The links across the top allow you to:

Select another date or Down the Report

Select another date | Download this report(CSV) | Download this report(Excel)

Direction(In/Out)	Calling Number	Called Number	Call Date	Call Time	Call Duration	Account Code	Answered	Redirected	Dialed Digits	Original Call
Outbound	+12163715588	+13034142555	2007-07-15	17:17:53	126		Yes	unconditional	3034142555	3032792651
Inbound	+12163715588	+13034142555	2007-07-15	17:17:53	126		Yes	unconditional		3032792651
Inbound	+12163715588	+13034145800	2007-07-15	17:17:53	126		Yes-	unconditional		3032792651
Outbound	+12163715588	+13034142545	2007-07-15	17:18:10	108		Yes	deflection	3034142545	+1303414255
Inbound	+12163715588	+13034144048	2007-07-15	17:18:10	108		Yes	deflection		+1303414255
Outbound	+12163715588	+13034144048	2007-07-15	17:18:10	108		Yes	deflection	4048	+1303414255
Inbound	+12163715588	+13034142545	2007-07-15	17:18:10	108		Yes-	deflection		+1303414255
Inbound	+12163715588	+13034142546	2007-07-15	17:18:13	54		Yes	deflection		+1303414254
Outbound	+12163715588	2087614045	2007-07-15	17:18:13	0		No	deflection	2087614045	+1303414254
Outbound	+12163715588	+13034142546	2007-07-15	17:18:13	54		Yes	deflection	3034142546	+1303414254
Outbound	+12163715588	2087614045	2007-07-15	17:18:37	0		No	deflection	2087614045	+1303414254
Outbound	+12163715588	+13034145936	2007-07-15	17:18:37	54		Yes	deflection	3034145936	+1303414254
Inbound	+12163715588	+13034145936	2007-07-15	17:18:37	54		Yes-	deflection		+1303414254
Outbound	+12163715588	2087614045	2007-07-15	17:18:37	54		Yes	deflection	2087614045	+1303414254
Outbound	+13034145936	8884244611	2007-07-15	17:25:15	150		Yes		8884244611	
Outbound	+13034145936	2165770715	2007-07-15	17:46:56	366		Yes		2165770715	
Inbound	+16143181393	+13034145033	2007-07-16	06:04:05	132		Yes	unconditional		3032792651
Inbound	+16143181393	+13034145800	2007-07-16	06:04:05	132		Yes	unconditional		3032792651
Outbound	+16143181393	+13034145033	2007-07-16	06:04:05	132		Yes	unconditional	5033	3032792651
Outbound	+13034144151	+13034144048	2007-07-16	06:06:09	36		Yes		3034144048	
Inbound	+13034144151	+13034144048	2007-07-16	06:06:09	36		Yes			
Outbound	+13034145060	3034141645	2007-07-16	06:31:15	12		Yes		3034141645	

### Interpreting Redirected Calls

In "general," there will be 3 CDRs for an inbound call that's been redirected to another number. You will see an original inbound call, plus an outbound call to the redirection number, and another inbound call to the same redirection number. The fields "Dialed Digits" and "Original Called Number" will help reduce some detective work in deciphering redirected/deflected call flows.

As an example (begin by looking for a group of CDRs with the same Call Time and Call Duration):

Direction(In/Out)	Calling Number	Called Number	Call Date	Call Time	Call Duration	Account Code	Answered	Redirected	Dialed Digits	Original Called Number
Inbound 3	+16148889398	+16144483662	2007-06-11	05:27:10	36		Yes	time-of-day		+16142616300
Inbound 1	+16148889398	+16142616300	2007-06-11	05:27:10	36		Yes-			
Outbound 2	+16148889398	+16144483662	2007-06-11	05:27:10	36		Yes	time-of-day	3662	+16142616300

In this example, the 3 CDRs are interpreted as follows:

1. An inbound number 614.488.9398 calls 614.261.6300. Note, the first leg of the call will typically have "Yes-" in the answer field and the Redirected, Dialed Digits, and Original Called Number fields will usually be blank.
2. The original call redirection reason (shown in the Redirected field) indicates there was a time-of-day treatment causing the call to be deflected. 614.261.6300 then dialed "3662" shown in the Dialed Digits field (shown as an outbound call because it is outbound from x6300 to x3662).
3. An inbound call is then shown from 614.488.9398 to 614.448.3662. Note, the Redirected field indicates "time-of-day" since that was the original reason for the redirection, and the Original Called Number shows 614.261.6300, which was the first number called.

### Top 25 Inbound (originating) Callers

This report will show you the top 25 inbound callers for the past 90 days. See what phone numbers make up the most percentage of your inbound calls. Note, an inbound caller can be one of your own internal numbers if the user calls a lot of other internal users.

## Inbound Call Stats

Account: VPCI

### Top 25 Inbound (originating) Callers for Past 90 Days

Calling Number (inbound)	Number Times Called	% of Total Inbound Calls
+1202206627	219	2.74
+1202414504	189	2.37
+1702207025	186	2.33
Unavailable	158	1.98
+1202414504	158	1.98

### Reformat Call Center Group Statistics File

If you have Call Center service (call queuing), a daily email may be sent to you with an Excel (.csv) file attachment. The time format within the .csv file is in the form of hh:mm:ss, which can make it difficult to manipulate within Excel. The “reformatting” tool will allow you to upload your Call Center Group Statistics file, and convert all times to seconds. The tool will also calculate an overall “average of averages” for the reporting time period.

	A	B	C	D	E	F	G	H	I	J	K
1	timestamp	num. inc.	num. calls	num. busy	num. calls	avg. time v	avg. time ii	avg. agent	avg. agent	avg. hold time	before loss
2	Jul 31 20C	0	0	0	0	0:00	0:00	0	12	0:00	
3	Jul 31 20C	0	0	0	0	0:00	0:00	0	12	0:00	
4	Jul 31 20C	0	0	0	0	0:00	0:00	0	12	0:00	
5	Jul 31 20C	0	0	0	0	0:00	0:00	0	12	0:00	
6	Jul 31 20C	0	0	0	0	0:00	0:00	0	12	0:00	
7	Jul 31 20C	0	0	0	0	0:00	0:00	0	12	0:00	
8	Jul 31 20C	0	0	0	0	0:00	0:00	0	12	0:00	
9	Jul 31 20C	1	0	0	1	20:24	0:00	0.3	11	0:00	
10	Jul 31 20C	2	0	0	2	3:08	0:00	0.1	10.1	0:00	
11	Jul 31 20C	5	0	0	5	4:01	0:00	0.3	10	0:00	
12	Jul 31 20C	7	1	0	6	4:15	0:03	0.4	10	0:03	
13	Jul 31 20C	7	1	0	6	6:05	3:41	0.5	10.8	3:41	
14	Jul 31 20C	4	2	0	3	4:17	1:16	0.2	10.8	0:03	
15	Jul 31 20C	5	1	0	4	3:04	0:23	0.2	10.3	0:00	
16	Jul 31 20C	1	0	0	1	4:07	0:00	0.1	10	0:00	
17	Jul 31 20C	1	0	0	1	5:17	0:00	0.1	10	0:00	
18	Jul 31 20C	2	0	0	2	5:03	0:00	0.2	11	0:00	
19	Jul 31 20C	0	0	0	0	0:00	0:00	0	12	0:00	
20	Jul 31 20C	0	0	0	0	0:00	0:00	0	12	0:00	
21	Jul 31 20C	0	0	0	0	0:00	0:00	0	12	0:00	
22	Jul 31 20C	0	0	0	0	0:00	0:00	0	12	0:00	
23	Jul 31 20C	0	0	0	0	0:00	0:00	0	12	0:00	
24	Jul 31 20C	0	0	0	0	0:00	0:00	0	12	0:00	
25	Aug 1 20C	0	0	0	0	0:00	0:00	0	12	0:00	

### Reformatting the Call Center Group Statistics File

Select the *Reformat Call Center Group Statistics File* link. Then on the Call Center Stats upload page, browse for the group statistics file you want to reformat.

**Account: VPCI**

**Reports**

**Call Detail Records**

- [View Call Logs](#)
- [Call Logs Download](#)
- [Top 25 Inbound \(originating\) Callers](#) (note: this could take up to 10 min. depending on your call volume)
- [Reformat Call Center Group Statistics File](#)

**Converts Call Center Group Statistics Excel .csv file from hh:mm:ss format to be simply seconds**

**Network**

- [WAN Bandwidth Utilization Edgemarc 4508](#)
- [Call Quality Edgemarc 4508](#)

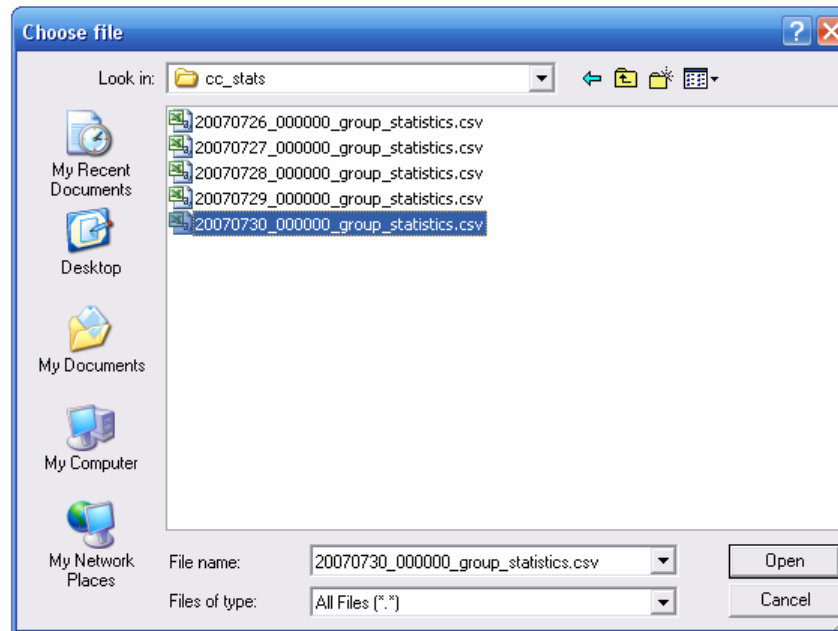
**Documentation**

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- [Training and Info](#)

If you have any questions or comments please email [customerservice@zayoms.com](mailto:customerservice@zayoms.com) or call customer care at 303-414-8200

## Call Center Stats

Group Call Center CSV file to import:



Once you have selected the file to convert, press the **Upload** button. The file will be uploaded and displayed on the screen in table format. An “average of averages” summary will also be displayed at the bottom of the screen. You can then download a new .csv file with the Call Center group statistics converted from hh:mm:ss format to total seconds, which will be easier to use within Excel. The “average of average” summary will also be included in the downloaded file.

## Call Center Stats

Click this link to download a .csv file with times shown in total seconds

Group Call Center CSV file to import:

[Download New CMC Call Queue Stats](#)

[and Averages Table](#)

Master Stats (stats shown in blocks of time)									
Ag	Incoming Calls	Calls Queued	Busy Overflows	Calls Answered	Avg Time w/ Agent - sec (min)	Avg Time in Queue - sec (min)	Avg Num Agents Busy	Avg Num Agents Logged Off	Avg Hold Time Before Loss - sec (min)
00	0	0	0	0	0 (0)	0 (0)	0.0	12.0	0 (0)
00	0	0	0	0	0 (0)	0 (0)	0.0	12.0	0 (0)

	A	B	C	D	E	F	G	H	I	J	K	L
1	time_period	num_inc_c	num_calls	num_busy	num_calls	avg_time_w	avg_time_i	avg_agent	avg_agent	avg_hold_t		
2	Jul 31 2007 2:00	0	0	0	0	0	0	0	12	0		
3	Jul 31 2007 3:00	0	0	0	0	0	0	0	12	0		
4	Jul 31 2007 4:00	0	0	0	0	0	0	0	12	0		
5	Jul 31 2007 5:00	0	0	0	0	0	0	0	12	0		
6	Jul 31 2007 6:00	0	0	0	0	0	0	0	12	0		
7	Jul 31 2007 7:00	0	0	0	0	0	0	0	12	0		
8	Jul 31 2007 8:00	1	0	0	1	1224	0	0.3	11	0		
9	Jul 31 2007 9:00	2	0	0	2	188	0	0.1	10.1	0		
10	Jul 31 2007 10:00	5	0	0	5	241	0	0.3	10	0		
11	Jul 31 2007 11:00	7	1	0	6	255	3	0.4	10	3		
12	Jul 31 2007 12:00	7	1	0	6	365	221	0.5	10.8	221		
13	Jul 31 2007 1:00	4	2	0	3	257	76	0.2	10.8	3		
14	Jul 31 2007 2:00	5	1	0	4	184	23	0.2	10.3	0		
15	Jul 31 2007 3:00	1	0	0	1	247	0	0.1	10	0		
16	Jul 31 2007 4:00	1	0	0	1	317	0	0.1	10	0		
17	Jul 31 2007 5:00	2	0	0	2	303	0	0.2	11	0		
18	Jul 31 2007 6:00	0	0	0	0	0	0	0	12	0		
19	Jul 31 2007 7:00	0	0	0	0	0	0	0	12	0		
20	Jul 31 2007 8:00	0	0	0	0	0	0	0	12	0		
21	Jul 31 2007 9:00	0	0	0	0	0	0	0	12	0		
22	Jul 31 2007 10:00	0	0	0	0	0	0	0	12	0		
23	Jul 31 2007 11:00	0	0	0	0	0	0	0	12	0		
24	Aug 1 2007 12:00	0	0	0	0	0	0	0	12	0		
25												
26												
27	time_period	tot_inc_ca	tot_calls	ctot_busy	ctot_calls	avg_of_avg	avg_of_avg	avg_of_avg	avg_of_avg	avg_of_avg	avg_hold_time	before_loss
28	Jul 31 2007	35	5	0	31	358.1	80.75	0.24	10.4	75.67		