

One Call Directions

Creating a report to see One Call phone calls made and disconnected numbers

Step 1 Log into One Call with your credentials

Step 2 How to access "Message Reports"

The screenshot shows the One Call Now dashboard for user Teresa Szumigala. The 'Message Reports' button is highlighted with a red arrow pointing to a red box containing the word 'Select'. The dashboard includes a navigation menu on the left, a 'Service Plan Summary' section, and a 'Current Group Usage' table.

Message	Completed Deliveries	In-progress Deliveries
Phone Calls	251	26,777
SMS Text	9	232
Emails	14	2,655
Totals	294	29,664

One Call Now has saved you **918 hours 36 minutes** by making 55,116 attempts to reach 26,777 numbers in your group.

Step 3 Choose Message To View Report

The screenshot shows the 'Message Reports' page in the One Call Now interface. A red arrow points to a message entry in the 'View Results' table, which is highlighted with a red box containing the text 'Choose message you want to view.'.

Message Date	Start Hour	Status	Messenger	Deliveries	Delivered
08/05/2013	08:09 pm	Complete	Teresa Szumigala	291	237
08/05/2013	07:29 am	Recorded Call	Web Service	0	54

Note: Delivery information for in-progress messages is updated approximately every 5 minutes and may not reflect the actual completed deliveries.

Step 4 How to place the report into Excel so you can sort by disconnected and unreachable numbers

Recorded Call initiated by Web Service on 08/05/2013 8:09 PM (ET)

Message Status

Message: [Add to Audio Library](#) [Share](#)

Status: Complete

First Attempt: 08/05/2013 8:09 PM (ET)
Last Attempt: 08/06/2013 7:29 AM (ET)

Members: 291 Deliveries: 291
Reached: 237 Reached: 237
Unreached: 54 Unreached: 54

Subgroups Selected

Number	Name
02	Gender F

View By Member Show Unreached Search by: Status for [] Search Clear

Name	Destination	Country Code	Description	Status	First Attempt	Delivery Time	Duration	Attempts
Abdalla, Fortun	(814) 790-5765	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:11 PM (ET)	08/05/2013 8:11 PM (ET)	31 secs	1
Abdalla, Sahara S	(814) 790-5765	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:11 PM (ET)	08/05/2013 8:11 PM (ET)	31 secs	1
Abdisalan, Madina A	(814) 403-4763	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:11 PM (ET)	08/05/2013 8:11 PM (ET)	69 secs	1
Abdulmunem, Alina G	(814) 454-5950	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:12 PM (ET)	08/05/2013 8:12 PM (ET)	34 secs	1
Adams, Cassandra	(814) 572-1699	USA	Phys Phone, Student, self	Reached Machine	08/05/2013 8:14 PM (ET)	08/05/2013 8:14 PM (ET)	61 secs	1
Adams, Marianne E	(814) 882-0155	USA	Phys Phone, Student, self	Unreached Expired	08/05/2013 8:12 PM (ET)		0 secs	8
Afanador, Elizabeth	(814) 572-0330	USA	Phys Phone, Student, self	Unreached Person	08/05/2013 8:13 PM (ET)	08/05/2013 8:13 PM (ET)	57 secs	1
Akbar, Naba T	(814) 455-1293	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:13 PM (ET)	08/05/2013 8:13 PM (ET)	68 secs	1
Allen, Hailey S	(814) 455-2039	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:13 PM (ET)	08/05/2013 8:13 PM (ET)	64 secs	1
Andino, Lesandra M	(814) 790-5101	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:13 PM (ET)	08/05/2013 8:13 PM (ET)	58 secs	1
Aranguren, Gabriela E	(814) 455-5225	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:13 PM (ET)	08/05/2013 8:13 PM (ET)	39 secs	1
Askins, Jenna N	(814) 868-8539	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:13 PM (ET)	08/05/2013 8:14 PM (ET)	69 secs	1
Ayala-Minner, Aleena	(814) 873-0466	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:13 PM (ET)	08/05/2013 8:13 PM (ET)	53 secs	1
Baccus, Emily L	(814) 866-1650	USA	Phys Phone, Student, self	Reached Machine	08/05/2013 8:14 PM (ET)	08/05/2013 8:14 PM (ET)	78 secs	1
Bauklun, Anastasiya	(814) 866-3796	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:11 PM (ET)	08/05/2013 8:11 PM (ET)	68 secs	1
Baker, Allison G	(814) 868-8932	USA	Phys Phone, Student, self	Unreachable Disconnected	08/05/2013 8:10 PM (ET)		0 secs	8
Baker, Brandy S	(814) 340-8870	USA	Phys Phone, Student, self	Unreached Expired	08/05/2013 8:13 PM (ET)		0 secs	8

Step 5 Sort the data by status

228737 08_05_2013 8_09 PM (ET)-2 [Read-Only] - Microsoft Excel

Home Insert Page Layout Formulas **Data** Review View

From Access From Web From Text From Other Sources Existing Connections Refresh All Connections Sort Filter Clear Reapply Text to Columns Remove Duplicates Data Validation Consolidate What-If Analysis Group Ungroup Subtotal Show Detail Hide Detail

Name	External ID	Destination	Country Code	Description	Status	First Attempt	Delivery Time	Duration	Attempts
Abdalla, Fortun	(814) 790-5765	USA	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:11 PM (ET)	08/05/2013 8:11 PM (ET)	31 secs	1
Abdalla, Sahara S	(814) 790-5765	USA	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:11 PM (ET)	08/05/2013 8:11 PM (ET)	31 secs	1
Abdisalan, Madina A	(814) 403-4763	USA	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:11 PM (ET)	08/05/2013 8:11 PM (ET)	69 secs	1
Abdulmunem, Alina G	(814) 454-5950	USA	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:12 PM (ET)	08/05/2013 8:12 PM (ET)	34 secs	1
Adams, Cassandra	(814) 572-1699	USA	USA	Phys Phone, Student, self	Reached Machine	08/05/2013 8:14 PM (ET)	08/05/2013 8:14 PM (ET)	61 secs	1
Adams, Marianne E	(814) 882-0155	USA	USA	Phys Phone, Student, self	Unreached Expired	08/05/2013 8:12 PM (ET)		0 secs	8
Afanador, Elizabeth	(814) 572-0330	USA	USA	Phys Phone, Student, self	Unreached Person	08/05/2013 8:13 PM (ET)	08/05/2013 8:13 PM (ET)	57 secs	1
Akbar, Naba T	(814) 455-1293	USA	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:13 PM (ET)	08/05/2013 8:13 PM (ET)	68 secs	1
Allen, Hailey S	(814) 455-2039	USA	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:13 PM (ET)	08/05/2013 8:13 PM (ET)	64 secs	1
Andino, Lesandra M	(814) 790-5101	USA	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:13 PM (ET)	08/05/2013 8:13 PM (ET)	58 secs	1
Aranguren, Gabriela E	(814) 455-5225	USA	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:13 PM (ET)	08/05/2013 8:13 PM (ET)	39 secs	1
Askins, Jenna N	(814) 868-8539	USA	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:13 PM (ET)	08/05/2013 8:13 PM (ET)	69 secs	1
Ayala-Minner, Aleena	(814) 873-0466	USA	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:13 PM (ET)	08/05/2013 8:13 PM (ET)	53 secs	1
Baccus, Emily L	(814) 866-1650	USA	USA	Phys Phone, Student, self	Reached Machine	08/05/2013 8:14 PM (ET)	08/05/2013 8:14 PM (ET)	78 secs	1
Bauklun, Anastasiya	(814) 866-3796	USA	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:11 PM (ET)	08/05/2013 8:11 PM (ET)	68 secs	1
Baker, Allison G	(814) 868-8932	USA	USA	Phys Phone, Student, self	Unreachable Disconnected	08/05/2013 8:10 PM (ET)		0 secs	8
Baker, Brandy S	(814) 340-8870	USA	USA	Phys Phone, Student, self	Unreached Expired	08/05/2013 8:13 PM (ET)		0 secs	8
Baker, Tamara E	(814) 238-3902	USA	USA	Phys Phone, Student, self	Reached Machine	08/05/2013 8:15 PM (ET)	08/05/2013 8:15 PM (ET)	75 secs	1
Ballentine, Nicole E	(814) 323-2670	USA	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:13 PM (ET)	08/05/2013 8:13 PM (ET)	47 secs	1
Barksdale, Makayla B	(814) 414-0535	USA	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:11 PM (ET)	08/05/2013 8:11 PM (ET)	47 secs	1
Beasley, Shykia T	(814) 520-6677	USA	USA	Phys Phone, Student, self	Unreached Expired	08/05/2013 8:10 PM (ET)		0 secs	8
Beerbower, Kaitlyn R	(814) 403-7822	USA	USA	Phys Phone, Student, self	Reached Machine	08/05/2013 8:12 PM (ET)	08/05/2013 8:12 PM (ET)	72 secs	1
Benansio, Elizabeth	(814) 868-5148	USA	USA	Phys Phone, Student, self	Reached Machine	08/05/2013 8:13 PM (ET)	08/05/2013 8:13 PM (ET)	70 secs	1
Berger, Christine M	(814) 403-4061	USA	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:11 PM (ET)	08/05/2013 8:11 PM (ET)	46 secs	1
Blanchard, Allison E	(814) 868-1007	USA	USA	Phys Phone, Student, self	Reached Machine	08/05/2013 8:12 PM (ET)	08/05/2013 8:12 PM (ET)	65 secs	1
Bogic, Emily R	(814) 860-3478	USA	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:12 PM (ET)	08/05/2013 8:12 PM (ET)	34 secs	1
Bolden, Anthony	(814) 431-3601	USA	USA	Phys Phone, Student, self	Reached Machine	08/05/2013 8:11 PM (ET)	08/05/2013 8:11 PM (ET)	63 secs	1
Bowles, Miranda	(814) 538-4925	USA	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:12 PM (ET)	08/05/2013 8:12 PM (ET)	11 secs	1
Brace, Dayonna M	(814) 538-5815	USA	USA	Phys Phone, Student, self	Reached Machine	08/05/2013 8:13 PM (ET)	08/05/2013 8:13 PM (ET)	72 secs	1
Brockway, Nicole N	(814) 866-3776	USA	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:12 PM (ET)	08/05/2013 8:12 PM (ET)	68 secs	1
Brown, Abigail R	(814) 864-8027	USA	USA	Phys Phone, Student, self	Reached Machine	08/05/2013 8:12 PM (ET)	08/05/2013 8:12 PM (ET)	24 secs	1
Brown, Tanea T	(814) 806-1988	USA	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:13 PM (ET)	08/05/2013 8:13 PM (ET)	19 secs	1
Brutto, Sierra S	(814) 823-2344	USA	USA	Phys Phone, Student, self	Reached Machine	08/05/2013 8:12 PM (ET)	08/05/2013 8:12 PM (ET)	78 secs	1
Burns, Makenzie C	(814) 218-3097	USA	USA	Phys Phone, Student, self	Reached Machine	08/05/2013 8:12 PM (ET)	08/05/2013 8:12 PM (ET)	75 secs	1
Butler, Kaitlyn B	(814) 454-4245	USA	USA	Phys Phone, Student, self	Reached Person	08/05/2013 8:13 PM (ET)	08/05/2013 8:13 PM (ET)	60 secs	1

Step 6 View Report for Disconnected and Expired Numbers

Name	Phone Number	Call Status	Time	Duration	Count
Zimmerman, Kaylee A	(814) 455-4767	Unreachable Disconnected	08/05/2013 8:13 PM (ET)	68 secs	1
Baker, Allison G	(814) 868-8932	Unreachable Disconnected	08/05/2013 8:10 PM (ET)	0 secs	8
Coughlin, Quinn M	(814) 928-0219	Unreachable Disconnected	08/05/2013 8:13 PM (ET)	0 secs	8
Goudy, Alaysha J	(814) 452-0689	Unreachable Disconnected	08/05/2013 8:13 PM (ET)	0 secs	8
Goudy, Maquaysha U	(814) 452-0689	Unreachable Disconnected	08/05/2013 8:13 PM (ET)	0 secs	8
Hull, Mariah A	(814) 454-5071	Unreachable Disconnected	08/05/2013 8:13 PM (ET)	0 secs	8
Keats, Corrine	(814) 456-4510	Unreachable Disconnected	08/05/2013 8:12 PM (ET)	0 secs	8
Lourens, Mallory	(814) 868-4078	Unreachable Disconnected	08/05/2013 8:10 PM (ET)	0 secs	8
McKinney, Kiara L	(814) 456-4028	Unreachable Disconnected	08/05/2013 8:13 PM (ET)	0 secs	8
Prescott, Ladarja A	(814) 459-0718	Unreachable Disconnected	08/05/2013 8:12 PM (ET)	0 secs	8
Reed, Jena M	(814) 520-6906	Unreachable Disconnected	08/05/2013 8:13 PM (ET)	0 secs	8
Rhines, Alyssa	(814) 790-4407	Unreachable Disconnected	08/05/2013 8:13 PM (ET)	0 secs	8
Seaman, Melissa A	(814) 871-4586	Unreachable Disconnected	08/05/2013 8:12 PM (ET)	0 secs	8
Gunter, Breeona E	(814) 572-6028	Unreachable Requested Removal		0 secs	0
Suvedi, Kamala	(814) 520-6711	Unreachable Requested Removal		0 secs	0
Adams, Mariann E	(814) 882-0155	Unreachable Expired	08/05/2013 8:12 PM (ET)	0 secs	8
Baker, Brandy S	(814) 340-8870	Unreachable Expired	08/05/2013 8:13 PM (ET)	0 secs	8
Beasley, Shykia T	(814) 520-5677	Unreachable Expired		0 secs	8
Carmen, Miranda B	(814) 520-5607	Unreachable Expired		0 secs	8
Cipolla, Angela M	(814) 864-0019	Unreachable Expired		0 secs	8
Clark, Moniesha R	(814) 856-9956	Unreachable Expired		0 secs	8
Davis, Stachira M	(814) 602-8871	Unreachable Expired		0 secs	8
Davis, Vanisha N	(814) 580-1198	Unreachable Expired		0 secs	8
Davison, Tenisha S	(814) 656-3425	Unreachable Expired		0 secs	8
Dayib, Siti S	(814) 806-0791	Unreachable Expired		0 secs	8
Dean, Alexis N	(814) 490-9295	Unreachable Expired		0 secs	8
Favors, Kelanna C	(814) 455-1748	Unreachable Expired		0 secs	8
Gianneli-Quinones, Arianna	(814) 651-1599	Unreachable Expired		0 secs	8
Hollingsworth, Robin N	(814) 384-8732	Unreachable Expired		0 secs	8
Hunter, Alexus M	(814) 566-2474	Unreachable Expired		0 secs	8
Jaime, Nautica A	(814) 746-9882	Unreachable Expired		0 secs	8

Helpful Ideas

After you have this report you can print it and have counselors, secretaries, teachers etc. contact students to attempt to get new numbers. If they provide them :-).

When you have the new phone number, remember that the building secretary has the ability to change primary household phone numbers. The phone number must be changed in IC. One Call receives a data upload every night at midnight. So..if it is changed in IC it will be changed in One Call the next business day.

Staff members are also loaded into One Call. If you do a message to your entire building you will also get phone numbers of staff members that are incorrect. Those must also be changed into IC. The secretary can change those or may have to send it downtown and they can make staff changes.