



# User Reports

Help Documentation

## User Reports

### User Reports Dashboard

In the Reports area, the Overview report is essentially a dashboard that gives users a quick update of certain aspects of their account. This includes point-in-time updates on their incoming and outgoing messages, a breakdown of overall disk usage, and spam counts and viruses caught.

Each card on the dashboard displays:

- **Disk Usage** - The overall disk space being used, which includes message data as well as file storage and Team Workspace storage. The top folders are listed as well. If a user is set to "unlimited" disk space, the circle chart displays how the disk space is being used. For users with a disk space limit, the chart will also show how much "free" disk space is available.
- **Inbound Messages** - The total number of messages received by the user in the given period. This includes message received from trusted senders, messages delivered via standard delivery and messages marked as spam.
- **Outbound Messages** - The total number of messages sent by the user in the given period, including a separate item for outgoing messages that were blocked as spam.
- **Inbound Spam** - The total number of messages marked as spam, with a breakdown of the 3 spam levels: High, Medium and Low.
- **Viruses Caught** - The total number of viruses caught and quarantined by SmarterMail for the given period.

### User Disk Usage Report

This report provides a user with an understanding of the overall disk space usage for their account. Each folder the user has for their account is listed along with file storage, showing a user their usage based on the type of item being looked at. A chart is also provided for a visual understanding of overall usage. As this is an overview of their account usage, it's not possible to view any trend over time.

The following report items are available, and each column is sortable -- ascending or descending -- simply by clicking on the report item's header:

- **Folder** - The name of the "folder" being returned. This includes default folders and custom folders, as well as folders created in File Storage and Team Workspaces. As an aside, embedded folders are listed as Parent/Child. So, if you have a parent folder called "Sales" that has a "Bids" sub-folder, it would show up as Sales/Bids.

- Type - The type of folder: either Mail or File Storage.
- Percent of Total - The percentage of the overall total that is being used by that folder.
- Disk Usage - The total disk space being used for that folder, in either KB or MB.

## Incoming Spam

This report tells you the number of spam messages which you received, by tolerance level, for whatever time period you specify. There is also a handy chart that displays the trendline for the time period, for each spam level identified.

A user can change the dates of the report as well as the "Step", which means whether you want to see the report by hour, day, week, month or quarter. (Based on the start and end dates -- so a quarterly report would need a full 3 months selected.) Users can change the chart type by clicking the chart icon next to the date, or even export the report as needed. Each column in the report is sortable, either ascending or descending, and the sort can change simply by clicking the column header.

The following report items are available:

- Day - The date the messages were received.
- Spam Low - The total number of messages received with a low spam tolerance level.
- Spam Medium - The total number of messages received with a medium spam tolerance level.
- Spam High - The total number of messages received with a high spam tolerance level.
- Spam Total - The total number of messages received with any spam tolerance level assigned to it.

## Inbound Messages

This report tells you the number of messages which you received, by message type, for whatever time period you specify. There is also a handy chart that displays the trendline for the time period, for each message type that's identified.

A user can change the dates of the report as well as the "Step", which means whether you want to see the report by hour, day, week, month or quarter. (Based on the start and end dates -- so a quarterly report would need a full 3 months selected.) Users can change the chart type by clicking the chart icon next to the date, or even export the report as needed. Each column in the report is sortable, either ascending or descending, and the sort can change simply by clicking the column header.

The following report items are available:

- Day - The date the messages were received.
- Inbound Messages - The total number of messages received that are NOT spam or NOT from a Trusted Sender .

- Inbound Spam Messages - The total number of messages received that were marked as spam.
- Inbound from Trusted - The total number of messages received that were sent from a Trusted Sender.

## Outbound Messages

This report tells you the number of messages which you sent for whatever time period you specify. There is also a handy chart that displays the trendline for the time period, for each message type that's identified.

A user can change the dates of the report as well as the "Step", which means whether you want to see the report by hour, day, week, month or quarter. (Based on the start and end dates -- so a quarterly report would need a full 3 months selected.) Users can change the chart type by clicking the chart icon next to the date, or even export the report as needed. Each column in the report is sortable, either ascending or descending, and the sort can change simply by clicking the column header.

The following report items are available:

- Day - The date the messages were sent.
- Outbound Messages - The total number of messages sent that are NOT spam.
- Outbound Spam Messages - The total number of messages you sent that were marked as spam.

## Viruses Caught

This report tells you the number of viruses that were received, per message, through email and caught by the virus protection set up by your system administrator for whatever time period you specify. There is also a handy chart that displays the trendline for the time period.

A user can change the dates of the report as well as the "Step", which means whether you want to see the report by hour, day, week, month or quarter. (Based on the start and end dates -- so a quarterly report would need a full 3 months selected.) Users can change the chart type by clicking the chart icon next to the date, or even export the report as needed. Each column in the report is sortable, either ascending or descending, and the sort can change simply by clicking the column header.

The following report items are available:

- Day - The day of the week covered by the report.
- Viruses Caught - The total number of viruses detected from incoming mail.