Usage activity report

Overview

The usage activity report, at **Admin > Activity**, charts how your team uses Alchemer Voice over time and lists your 10 most active users. The report is available to admins.

What's counted

The report counts sessions, which are periods of use by a signed-in team member. Sessions are grouped by where the person used Alchemer Voice:

Source	What it covers
App	The Alchemer Voice web app.
MCP	AI assistants connected through the Alchemer Voice MCP server, and Slack.
CRM	The Four/Four apps inside Salesforce and HubSpot.

Other activity, such as the API and OData feeds, isn't included.

Read the report

- **Period:** Daily (last 30 days), Weekly (about the last six weeks), Monthly (about the last three months), or All time (by month, from the first recorded activity).
- **Group by:** Source (App, MCP, CRM) or Role (the person's job domain, such as Sales Representative or Success).

In the Weekly, Monthly, and All time views, the latest period shows as a dotted line because it isn't complete yet. **Total** in the table is the person's sessions in the period.

Limits and behavior

- Role grouping uses the Job Domain on each person's profile in **Admin > Team**. People without one show as Unknown.
- The table shows only the 10 most active users. There's no export option.
- The report refreshes periodically, so very recent activity can take a little while to appear.
- "No activity available" means nothing is recorded for the selected period. Try All time.

Permissions

The report is available to people who can open the Admin area. Without Admin access, the Activity tab isn't shown. For more on what each role can do, see Roles and permissions.

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