



A Guide to Wavecrest Reports

Preface

The purpose of this guide is to help you interpret and use the reporting capabilities of Wavecrest products. The detailed instructions to create reports are covered in the product user guides. In this guide, we provide an overview of Wavecrest's reliable report metrics, our Smart Engine with machine-learning analytics, and the ways in which your Web-use information can be delivered, that is, via custom report templates, Dashboard charts, and standard reports. The guide also contains descriptions of the standard reports available in our products.

Wavecrest products deliver Web-use information in two other ways that are not covered in this guide. (1) In our CyBlock products, the Real-Time Web Monitor enables IT administrators to "see into" the Web logs in real time and observe traffic as it unfolds. In our Cyfin product, for syslog configurations, IT can view real-time syslog information as it is sent over to Cyfin. (2) In CyBlock Appliance, the Real-Time Protocol Monitor enables IT to view non-HTTP traffic, that is, IM, P2P, e-mail, etc. in real time. See the product user guides for more information on these features.

Finding Additional Information

The following additional resources are available:

- User Guide - In your product, go to **Help – User Guide**.
- Tech Briefs and White Papers – www.wavecrest.net/editorial
- Training Videos – <https://www.youtube.com/channel/UCMs4MDtBCeADZjWcRDA3KuQ>

Introductory Overview

In Wavecrest products, the ways in which Web-use information can be delivered include the following:

- Using custom report templates
- Viewing Dashboard charts
- Running standard reports

With our custom report templates, you can tailor reports to meet the needs of the different stakeholders in your company, that is, only show them what they need to see. You can also combine summary (high-level) and detailed (audit) level data in a single report or separate that data into different reports. The high-level data offers the same benefit as Dashboard charts. By using custom report templates, your data is more portable and easier to get to the end user, allowing you to get the right information to the right people at the right time.

Dashboard charts are useful for high-level, quick-look assessments of Web activity. They provide high-level line graphs and bar charts that present “big picture” views of your organization’s Web activity. Standard reports are ideally suited for more in-depth, multi-perspective analysis of your employee Web browsing data. They are prebuilt for convenience, but you can custom build any type of report you want.

All methods provide accurate, actionable Web-use information that show actual user Web browsing activity. They emphasize the human rather than technological aspects of Web-use management. Why is this important? While technology is essential to the Web-use management process, human activity alone determines whether the benefits of Web usage outweigh the risks.

Based on this understanding, the majority of Wavecrest reports and charts provide functional rather than technical information. In doing so, they provide accurate, usable answers to a variety of user-centric, Web-use questions such as:

- How can I see actual employee Web browsing activity?
- How can I get an easy-to-read report that aggregates Web app/site activity with friendly names, not ambiguous domain names?
- Are employee visits “acceptable” in relation to our usage policy?
- How much bandwidth are employees consuming?
- What kinds of usage trends are we experiencing?
- Are some departments or users more abusive than others?
- What kinds of threats or risks is the activity generating?
- Is there reason for immediate concern or action? If so, what kinds of actions can the information support, for example, retraining, disciplinary action, process modification, and policy changes?
- Can I easily copy and distribute the reports and charts?

Reliable Report Metrics

Reliable report metrics in Web-use reporting assist IT, HR managers, and other department heads with identifying potential insider threat behavior, assessing trends for data breach exposure, and observing human behavioral patterns for lost productivity. Interpreting behavioral analytics with reliable metrics also exposes abnormalities in user activity and flags possible legal liability issues. More than one metric is necessary to provide meaningful insight into employee Web browsing to managers. The Wavecrest report metrics are defined as follows:

- **Bytes** – Used as a measure of bandwidth consumption and may be displayed in kilobytes, megabytes, gigabytes, etc. Allows you to view the bandwidth for your top consumers, top content categories, acceptability classifications, and Web sites.
- **Denied Hits** – Similar to Denied Requests where the requested elements of a Web page are forbidden for reasons such as read/write access forbidden, SSL required, and issues with the client certificate.
- **Denied Requests** – Failed attempts to access a Web site. For the most part, this occurs because the user is not authorized to access the site, that is, his access has been “blocked.” However, it can also be caused by technical anomalies, for example, “page not found by server.”
- **Hits** – Various elements of a Web page that are loaded in a browser as a result of a visit to a Web site. Examples include ads, graphics, audio, video, and text.
- **Time Online** – An approximation of the time that a user spends on the Internet. Wavecrest’s Smart Engine algorithms can produce the most accurate time online measurement.
- **Visits** – A click action for the purpose of visiting a Web site. One click equals one request for a Web page.

Smart Engine with machine-learning analytics

Our Smart Engine with machine-learning analytics processes your company’s raw firewall information and provides managers with actual employee Web browsing data. The benefits include:

- Easy-to-consume and manager-ready technical data.
- Ability to quickly analyze large amounts of data over long periods of time.
- More accurate time online calculation.
- Rapid and superior data insights.
- Association of related domains with friendly names using tags.

Note: Most Web sites and apps call many different domains to load the content you see in your browser. Wavecrest’s products aggregate all of these domains into a single friendly name so that a manager does not have to make sense of a list of top ambiguous domains with no relationship.

Custom Report Templates

Our custom report templates give you the capability to build your own report if you have specific report requirements and need unique report templates. Below is an easy workflow to follow.

- Create the custom report template.
- Add predefined or custom sections to the template with click-and-drag.
- Reorder the sections in the custom template if necessary.
- Run the report for the custom template.

Custom sections allow you to define the information you want to display in each section. You get to create report template sections tailored to your needs, such as an audit section that gives detailed information and a top section that groups data and provides quantitative measurements of the data. An audit section

is built with many data fields and sorted by one field. A top section is built with dimensions and metrics to group, measure, and sort the data.

Definitions

Field – A place where you can store data. Fields contain the information that appears in your reports. There are two types of fields in a data source—dimension and metric.

Dimension – An attribute of your data that describes the data. For example, the Category dimension describes the content of a Web page that was visited. The Sports category would indicate that a Web page covering sports-related content was visited. Dimensions include:

- App/Site*
- Category
- Classification
- Content-Type
- Domain
- Group
- IP
- Network Segment
- ResultCode
- User-Agent
- UserName

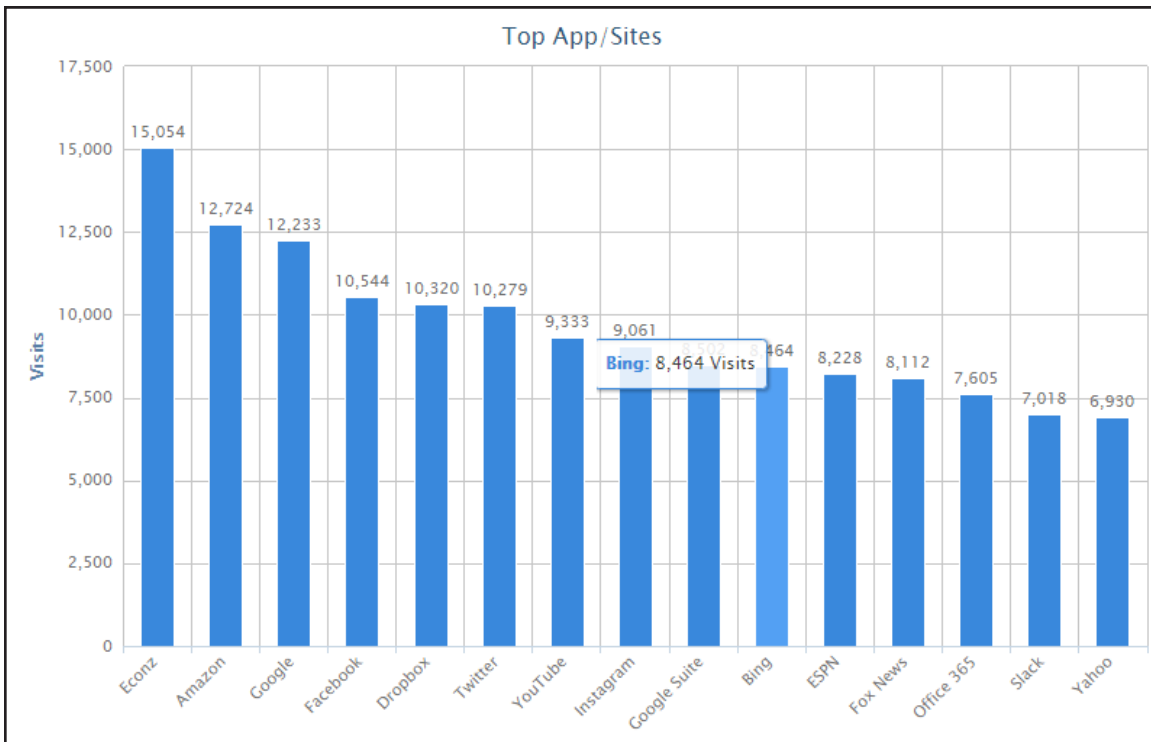
* A friendly name for a Web application or site. Also known as tags or tagging, it is a rollup of domain activity into a friendly Web site name.

Metric – A number that quantifies something in that attribute, that is, it measures the data. For example, the Time Online metric is the time spent on the Internet. For other examples of metrics, see “*Reliable Report Metrics*”.

The screenshot shows a web interface titled "Templates" with a sub-header "Create New Template Section". Below this is a text input field "Enter Section Name" with "Save" and "Cancel" buttons. The main area is divided into several sections:

- Data Type:** A dropdown menu set to "Web".
- Section Type:** A dropdown menu set to "Top".
- Record Limit:** A text input field containing "250".
- Dimensions:** A list of dimension names: App/Site, Category, Classification, Content-Type, Domain, Group, IP, Network Segment, ResultCode, User-Agent, and UserName.
- Metrics:** A list of metric names: Bytes, Denied Hits, Denied Requests, Hits, Time Online, and Visits.
- Filters:** A section with the text "There are no filters yet. Click here to create some." and a link.
- Selected Fields:** A table with three columns: "Group By", "Column Label", and "Data Format". It contains three rows, each with a "+ Add Dimension" button.
- Order By:** A table with three columns: "Order By", "Column Label", and "Data Format". It contains one row with a "+ Add Metric" button.

Custom Report Template - Fields, Dimensions, and Metrics



Custom Report Template - Top App/Sites by Visits

App Audit Detail				
App/Site	Date Time	UserName	Category	URL
1) AT&T	Jan 19, 2020 6:25:25 AM	Annabella George (ageorge)	Telecommunications	https://www.att.com:443/olam/loginAction.olamexecute?pld=U-F
2) AT&T	Jan 19, 2020 6:25:30 AM	Annabella George (ageorge)	Telecommunications	https://www.att.com:443/ecms/att/gnav.consumer.header.html
3) AT&T	Jan 19, 2020 6:25:31 AM	Annabella George (ageorge)	Telecommunications	https://www.att.com:443/ecms/att/gnav.consumer.footer.html
4) AT&T	Jan 19, 2020 6:25:36 AM	Annabella George (ageorge)	Telecommunications	https://cprodx.att.com:443/TokenService/nxsATS/WATokenServi
5) AT&T	Jan 19, 2020 6:25:37 AM	Annabella George (ageorge)	Telecommunications	https://www.att.com:443/scripts/touchcommerce/ingChat.html?IF
6) AT&T	Jan 19, 2020 6:25:46 AM	Annabella George (ageorge)	Telecommunications	https://myattdx14.att.com:443/commonLogin/gate_wam/multiLo
7) AT&T	Jan 19, 2020 6:25:52 AM	Annabella George (ageorge)	Telecommunications	https://www.att.com:443/olam/Identity/SuccessAction.olamexecu
8) AT&T	Jan 19, 2020 6:25:53 AM	Annabella George (ageorge)	Telecommunications	https://www.att.com:443/olam/dashboardAction.olamexecute
9) AT&T	Jan 19, 2020 6:25:53 AM	Annabella George (ageorge)	Telecommunications	https://www.att.com:443/my/
10) AT&T	Jan 19, 2020 6:25:58 AM	Annabella George (ageorge)	Telecommunications	https://www.att.com:443/my/index/passthrough.template.html
11) AT&T	Jan 19, 2020 6:26:10 AM	Annabella George (ageorge)	Telecommunications	https://www.att.com:443/my/index/passthrough/Overview/CBO/o
12) AT&T	Jan 19, 2020 6:26:19 AM	Annabella George (ageorge)	Telecommunications	https://localization.att.com:443/loc/controller?appid=myattam:syp
13) AT&T	Jan 19, 2020 6:26:20 AM	Annabella George (ageorge)	Telecommunications	https://www.att.com:443/my/index/passthrough/payments/MAP/r
14) AT&T	Jan 19, 2020 6:26:35 AM	Annabella George (ageorge)	Telecommunications	https://www.att.com:443/my/index/passthrough/payments/MAP/r
15) AT&T	Jan 19, 2020 6:26:43 AM	Annabella George (ageorge)	Telecommunications	https://www.att.com:443/my/index/passthrough/payments/MAP/r
16) AT&T	Jan 19, 2020 6:26:45 AM	Annabella George (ageorge)	Telecommunications	https://www.att.com:443/ecms/services/consumer/myatt/
17) AT&T	Jan 19, 2020 6:27:02 AM	Annabella George (ageorge)	Telecommunications	https://www.att.com:443/logout
18) AT&T	Jan 20, 2020 6:45:10 AM	Mike Villanueva (mvillanueva)	Telecommunications	https://www.att.com:443/scripts/goldeneye/cookieCheck.html?xd
19) AT&T	Jan 20, 2020 7:38:07 AM	Gavyn Odom (godom)	Telecommunications	https://cprodmax.att.com:443/commonLogin/gate_wam/control
20) AT&T	Jan 20, 2020 7:38:07 AM	Gavyn Odom (godom)	Telecommunications	https://cprodmax.att.com:443/crsdmm?tuclid567=https://loginpro
21) AT&T	Jan 20, 2020 7:41:58 AM	Gavyn Odom (godom)	Telecommunications	https://cprodmax.att.com:443/crsdmm?tuclid567=https://loginpro
22) AT&T	Jan 20, 2020 7:41:59 AM	Gavyn Odom (godom)	Telecommunications	https://cprodmax.att.com:443/commonLogin/gate_wam/control
23) AT&T	Jan 20, 2020 9:20:11 AM	Arely Wilson (awilson)	Telecommunications	http://att.com/
24) AT&T	Jan 20, 2020 9:20:12 AM	Arely Wilson (awilson)	Telecommunications	https://www.att.com:443/
25) AT&T	Jan 20, 2020 9:20:16 AM	Arely Wilson (awilson)	Telecommunications	https://www.att.com:443/ecms/att/gnav.consumer.footer.html
26) AT&T	Jan 20, 2020 9:20:22 AM	Arely Wilson (awilson)	Telecommunications	https://www.att.com:443/scripts/touchcommerce/ingChat.html?IF
27) AT&T	Jan 20, 2020 9:23:25 AM	Arely Wilson (awilson)	Telecommunications	https://www.att.com:443/my/
28) AT&T	Jan 20, 2020 9:23:27 AM	Arely Wilson (awilson)	Telecommunications	https://www.att.com:443/my/index/login/loginpage.template.html
29) AT&T	Jan 20, 2020 9:23:28 AM	Arely Wilson (awilson)	Telecommunications	https://www.att.com:443/my/index/login/loginpage.rwdloginpage
30) AT&T	Jan 20, 2020 9:23:29 AM	Arely Wilson (awilson)	Telecommunications	https://www.att.com:443/ui/frameworks/rwd/2017_01/styles/2.0.0
31) AT&T	Jan 20, 2020 9:23:29 AM	Arely Wilson (awilson)	Telecommunications	https://www.att.com:443/ecms/att/gnav.consumer.header.html
32) AT&T	Jan 20, 2020 9:23:29 AM	Arely Wilson (awilson)	Telecommunications	https://www.att.com:443/acctmgmt/assets/empty/SESession.htm
33) AT&T	Jan 20, 2020 9:23:47 AM	Arely Wilson (awilson)	Telecommunications	https://www.att.com:443/my/index/passthrough/Overview/CBO/o

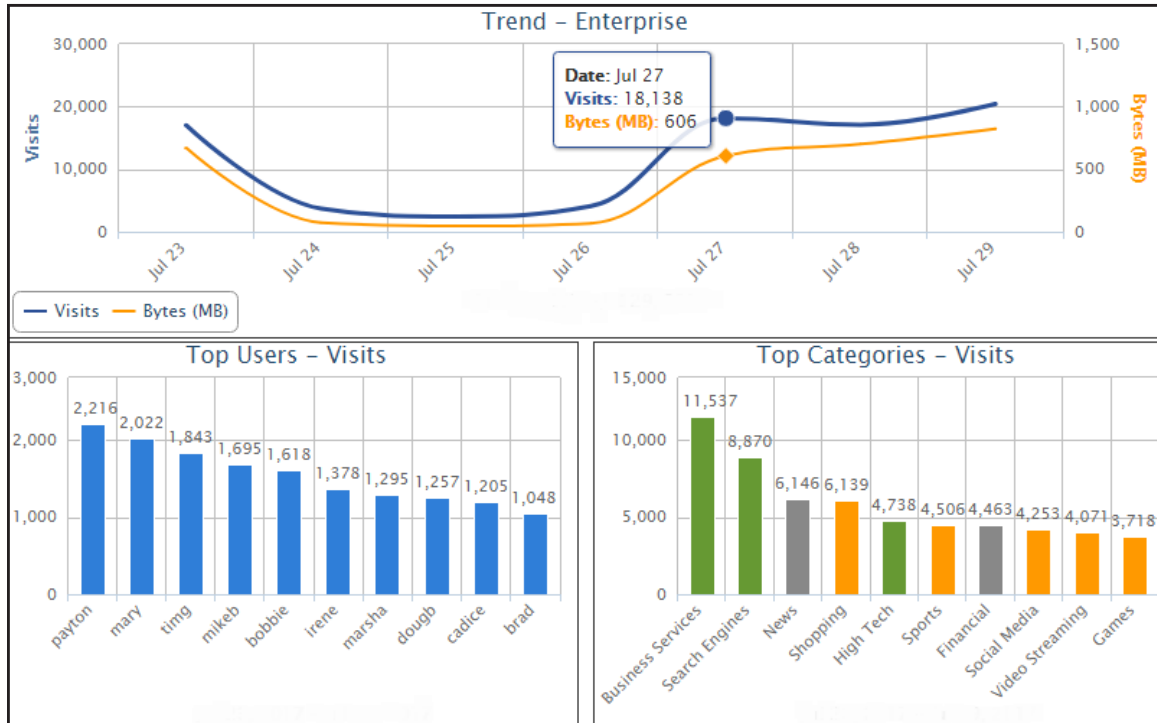
Custom Report Template - App/Site Audit Detail

Dashboard Charts

Dashboard charts include high-level line graphs, bar charts, pie charts, and time series charts that present broad views of your organization's Web activity. A number of these quick-look views depict trends over time, while others compare activity between users, groups, content categories, and sites. Easy to set up and easy to interpret, Dashboard charts provide a quick and efficient way to determine the amount and characteristics of employee Web activity and identify potential or actual problems.

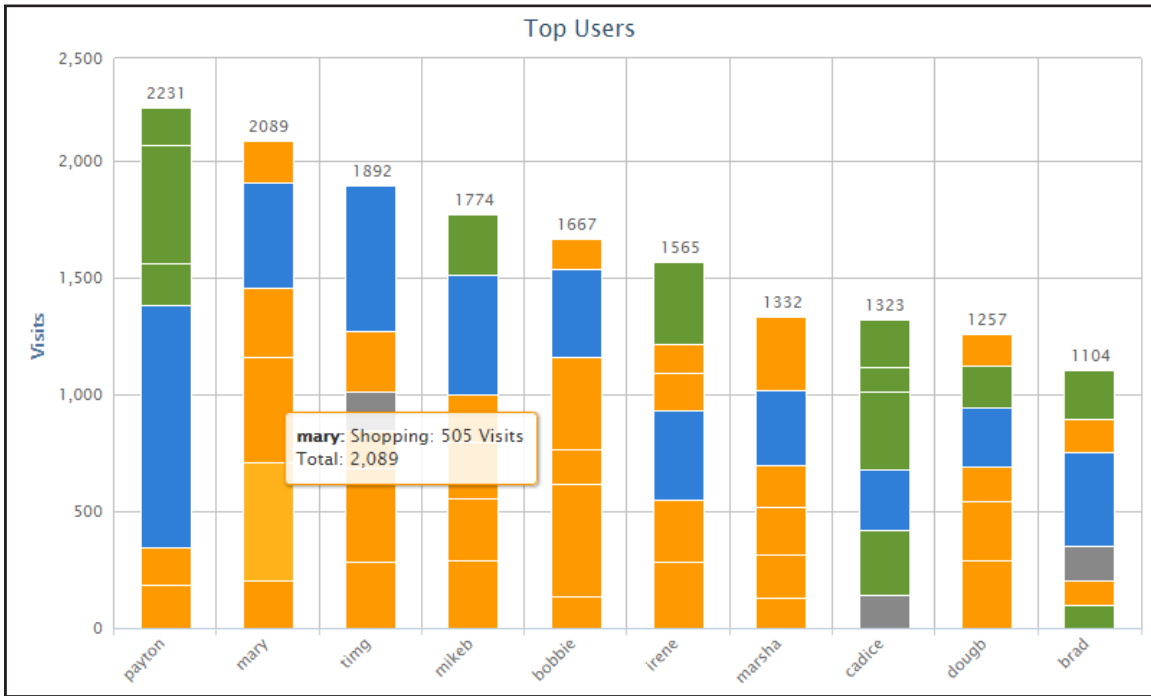
Types of Charts

- Dashboard Home provides a quick overview of your entire organization's Web activity. Spot spikes in visits and bandwidth and identify the top users and most visited categories.



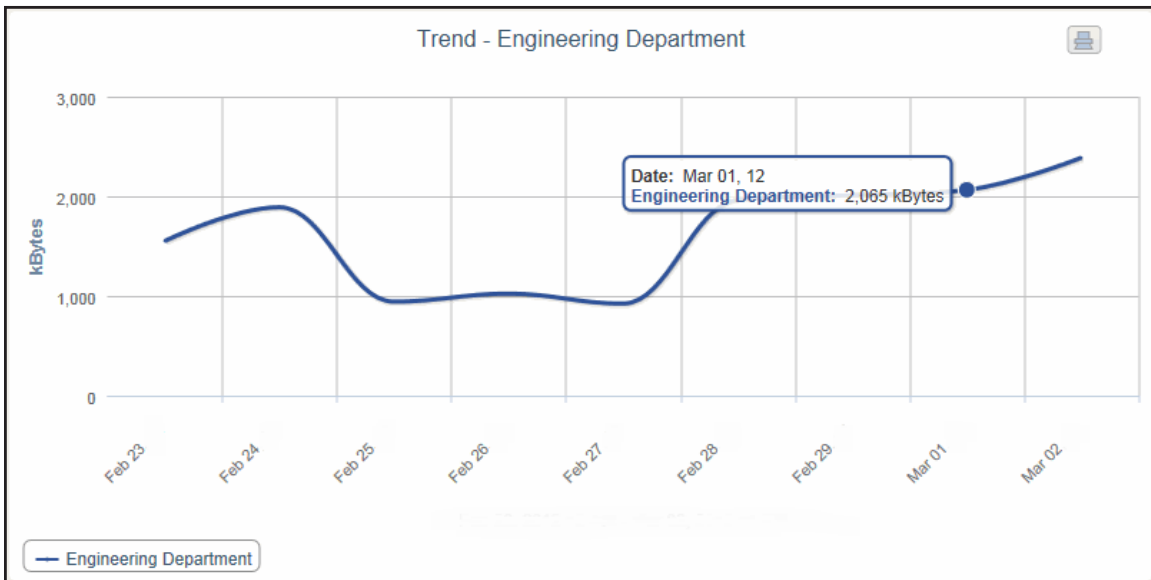
Dashboard Home Charts

- Custom charts provide a customized overview of Web activity allowing you to select a Top or Trend chart which can be viewed in a bar, pie, or time series chart format. For Top charts, data can be further grouped and shown in stacked columns.



Custom Chart - Top Users by Category and Visits

- **Top charts** are predefined charts that list the most active users, categories, or sites with selected metrics summed as appropriate, including visits, hits, bytes, and time online. Top charts help you quickly identify potentially troublesome users, overused categories, and sites that may need to be blocked.
- **Trend charts** are predefined charts that show the volume of various aspects of Web activity over a specified time frame and can compare trends of activity by date range. Trend charts help you quickly determine whether a particular type of activity or performance is improving or deteriorating and allow you to detect any anomalies.



Predefined Trend Chart - Department by Bytes

Reports

Wavecrest products provide several standard report templates that enable customers to create and customize reports that address typical Web-use management issues. Some of these reports are high-level summaries while others are highly detailed. Report functionality includes:

- Ability to display Web activity related to a single user, a user group, an entire organization, content categories, Web sites, acceptability classifications, and bandwidth consumption.
- Ability to customize reports to display specific categories, a specific number of users, all hits or visits only, time frame covered, and groups or users to be covered.
- Allowing you to specify metrics to be applied, for example, visits, hits, bytes, and denied requests.
- Allowing you to view reports in a browser, print, save, and send via e-mail.
- Allowing you to generate reports as manual, one-time reports or schedule reports for later automatic generation with new time frames.

Recipients of these reports can use them to assess their employees' Web activity from various perspectives within specified time frames.

Appendix: Standard Reports

Wavecrest provides the following types of reports: high-level summaries, audit detail (low-level) reports, and IT reports. The descriptions below are grouped this way. Each description summarizes the information that the report provides and how it can be used.

High-Level Summary Reports

High-level reports provide managers and administrators with a variety of quick-look views of Web activity. They are very useful for: (a) general assessments of activity, (b) identification of positive as well as potential problem areas, and (c) screening the activity for “usage spikes” and other indications that may indicate a need for drilldown and deeper analysis. All high-level reports provide hyperlinks for drill-down purposes. For example, a recipient can click a user or category in a high-level report and get a low-level User Audit Detail report or a Category Audit Detail report (see descriptions of these reports below).

1. Category Audit Summary Report

Features. This report provides a synopsis of users’ Web activity in a single category that you select. It lists all visited Web sites (domains), and the time online, bytes read, and number of visits for each, but does not list individual users. A hyperlink to each domain is provided.

Benefits. This report is very useful for a quick-look determination of whether or not Web-access abuse is taking place in a particular category, for example, Pornography.

2. Cloud Services Summary Report

Features. This report shows the Web activity of users accessing cloud services. By user, it indicates the time online and number of visits to sites in the Audio Streaming, Cloud Infrastructure, Cloud Storage, Collaboration, CRM, Development, File Sharing, HR, Personal E-Mail, Video Streaming, and VoIP Services categories. Information is presented by category, group, and user. A hyperlink to each user is provided to allow management to further review the sites that were visited.

Benefits. This report can be used to identify cloud service usage patterns to enable new cloud services, better manage cloud subscriptions, and highlight anomalous activity. It can be used to reduce the risk posed by both approved and unapproved cloud services, enabling the safe and cost-effective implementation of cloud services.

3. Denied Requests Report

Features. By category, this report shows which users were denied access to Web sites or a page on a Web site. Individual users are identified, but specific URLs are not. Each denied request is displayed in the category requested. Denied requests for a Web page can signify the user may not be authorized to receive the page, the page may not have been found by the Web server, or the page may have been blocked for access.

Benefits. If you have Web filtering enabled, this report can verify that it is working. It can also be used to identify users who may be engaging in excessive attempts to visit inappropriate or unauthorized sites. This report is also a useful supplementary tool for individual user audits.

4. Legal Liability Report

Features. This report shows Web activity that could lead to legal liability. By user, it indicates the time online and number of visits to sites in the Anonymous/Public Proxy, Cults/Occults, Fantasy Sports,

Gambling, Hate/Crime, Illegal Drugs, Malware, and Pornography categories. Information is presented by category, group, user, and user within the category. Individual sites are not separately identified.

Benefits. This tightly focused report facilitates analyses, investigations, and audits related to actual or potential legal liability issues. Results can be used to prompt further investigation or trigger immediate corrective action.

5. Manager Summary Report

Features. This report shows time online for employees with the most Web browsing activity, those who visited the most social media sites, and the categories and Web sites most visited.

- Identify anomalies and lost productivity with simple, manager-ready information.
- Easily see top users by time online and peak usage times by hour.
- Determine the most active time of day for Web browsing activity.
- Listed by time online, easily view top users with the most Web browsing activity.
- Identify what Websites employees are spending the most time on.
- Quickly find out which categories had the most activity.
- See who visited the most social media sites, using which outlets, and expose unacceptable social media usage.

Benefits. Ideal for managers who want high-level employee Web-use information, this simple report provides the pertinent, impactful detail in an easy-to-read format.

6. Site Analysis Report

Features. This report depicts Web site visits by user, group, or Enterprise from the following different perspectives. Time online percentage and time online are also provided.

- Total visits by classification (Acceptable, Unacceptable, Neutral)
- Total visits by category (Shopping, Pornography, etc.)
- Total visits by group
- Total visits by user
- Total visits by user, per category

Note: Individual sites are not identified in this report.

Benefits. The Site Analysis report looks at the same visits from different perspectives, such as acceptability, category volume, and user visits within categories. It can be used by all levels of management and by network administrators to perform audits and analyses of activity in either broad or focused areas.

7. Site Audit Summary Report

Features. This report lists the top groups and users who visited a particular site. The report can be run for more than one site and shows the total time online and number of visits made by the user, as well as the time online percentage and total visits by hourly activity. A hyperlink to each user is provided to allow management to further review the sites that were visited.

Benefits. This report can be used by administrators to get a quick, summarized look at Internet activity by Web site. It lists the users with the highest volume of activity.

8. Time Online Analysis Report

Features. The report shows the amount of time spent accessing Web sites by user, group, or Enterprise from the following different perspectives. The total number of visits is also provided.

- Total time online by classification (Acceptable, Unacceptable, Neutral)
- Total time online by category (Video Streaming, Sports, etc.)
- Total time online by group
- Total time online by user
- Total time online by user, per category
- Time online by hour

Note: Individual sites are not identified in this report.

Benefits. The report highlights the top users who spent the most time online during the reporting period and can prompt further investigation. Managers and IT administrators can quickly see which categories had the most volume of activity and address any potential issues, such as productivity loss, bandwidth slowdowns, and policy noncompliance.

9. Top Users Report

Features. This report lists the most active users in terms of time online, visits, denied hits, hits, and bytes read.

Benefits. This report can be used by administrators to get a quick, summarized look at Internet activity on the network. It lists the users with the highest volume of activity, be it acceptable or otherwise. This report is an excellent screening tool and can be used to prompt drilldown and further investigation.

10. Top Web Sites Report

Features. This report shows all visited Web sites (domains), and the category, time online, bytes read, and number of visits for each. The list is sorted in descending order by time online which enables quick determination of site “popularity.” Individual user IDs are not shown on this report, but hyperlinks to all visited Web sites are provided to facilitate further analysis.

Benefits. This report highlights the Web sites that were most visited during the reporting period. If these visits are inappropriate, you can use this information to prompt deeper investigation. You may also consider including the offending sites in your blocking regimen if you have one of our Web security products.

11. Unacceptable Visits Report

Features. The report depicts Web-use activity only within categories classified as “Unacceptable.” By category, it shows the total time online and number of visits made by individual users. Users are identified, but individual sites are not. The report also summarizes unacceptable visits by top categories, groups, users, and hourly activity.

Benefits. Managers and administrators can quickly evaluate and see patterns of unacceptable activity by user and category. The latter can be done by individual category or at a higher level by a consolidation of all unacceptable categories. If excessive unacceptable activity is indicated, the reviewer can quickly drill down to other reports for further detail.

12. User Audit Summary Report

Features. This report lists all the Web sites visited by a single user during the reporting period. For each listed site, the report indicates the category, time online, bytes read, and number of visits made to it. A hyperlink to each site is provided to facilitate further review by management.

Benefits. Management is provided with reliable information to use in analyzing, evaluating, or investigating an individual user's Web activity.

Audit Detail Reports

Audit detail reports enable managers and administrators to analyze, assess, and investigate the Web activity of users at a deeper level and from multiple perspectives. They can be created, accessed, scheduled, and used as stand-alone reports, and can be quickly accessed by drilling down from high-level reports.

Note: Audit detail reports are characterized by the inclusion of individual URLs to precisely identify the exact sites and pages visited. All URLs in audit reports are hyperlinked for even further drilldown.

13. Category Audit Detail Report

Features. This report provides a detailed analysis of users' Web activity in a particular category that you select, for example, Pornography. All URLs are listed for each user who visited that category. The report also provides the time online percentage, total visits, and total time online for the top groups, users, and hourly activity in this category.

Benefits. This report is very useful for identifying the most active users and the most heavily visited sites and pages in a selected category. This makes it an excellent tool for conducting detailed audits and investigations of possible misuse of Web-access resources.

14. Cloud Services Detail Report

Features. This report shows the specific URLs of cloud services by user, that is, visits to only the Audio Streaming, Cloud Infrastructure, Cloud Storage, Collaboration, CRM, Development, File Sharing, HR, Personal E-Mail, Video Streaming, and VoIP Services categories.

Benefits. Management has a complete and concise view of every cloud service URL the user has clicked. This information can be used for cloud usage audits, identifying the most active users and the most heavily visited sites.

15. Denied Requests Report

Features. This report shows the specific URLs to which users were denied access by user. Each request is displayed in the category requested. Denied requests for a Web page can signify the user may not be authorized to receive the page, the page may not have been found by the Web server, or the page may have been blocked for access.

Benefits. If you have Web filtering enabled, this report can verify that it is working. It also indicates the number and type of blocked requests, that is, Denied, and is a very useful supplementary tool for individual user audits.

16. Legal Liability Detail Report

Features. This report shows the specific URLs of legal liability Web activity by user, that is, visits to only the Anonymous/Public Proxy, Cults/Occults, Fantasy Sports, Gambling, Hate/Crime, Illegal Drugs, Malware, and Pornography categories that pose a legal liability risk.

Benefits. The report provides only legal liability Web use. This means that smaller, more focused reports are available to facilitate analyses, investigations, and audits related to legal liability issues.

17. Search Terms Audit Detail Report

Features. This report shows search terms that users entered on popular search sites such as Google. It includes an option to show “prefetched” search results that were performed as the user was typing. These results are referred to as keystroke searches.

Benefits. This report can be used as a tool to aid in forensic investigations. It also indicates the number of search terms entered and can give the details of a user’s keystrokes.

18. Site Audit Detail Report

Features. This report focuses on Web activity associated with one or more Web sites. Every hit or visit made to the specified URLs is listed separately for all users. Hits or visits are listed chronologically, and information included for each hit or visit consists of the IP address, user, and full URL. The report also provides the time online percentage, total visits, and total time online for the top groups, users, and hourly activity.

Benefits. Management has a complete yet concise view of all users that visited the specified Web sites and the resultant activity (hits or visits). This information can be used for personnel appraisal purposes, usage audits, etc.

19. User Audit Detail Report

Features. This very detailed report focuses on a single user. Every visit made by the user is listed separately in chronological order. Information for each visit consists of the site’s category and full URL. Each URL is hyperlinked so the site or page can be quickly accessed for review if desired. A summary total of visits, time online, and bytes read are also provided by category and hour activity.

Benefits. Management has a concise but complete view of every URL the user has clicked. This information can be used for personnel appraisal purposes, incident investigations, usage audits, etc.

IT Reports

These reports provide highly useful information that cannot be neatly classified as high-level summaries or audit reports.

20. Network Information Report

Features. This report depicts the total hits, trend in bytes, and total bytes by acceptability classification, category, group, IP address, and hourly activity. No individual users or sites are identified in this report.

Benefits. This report is a powerful tool for network administrators. It serves as a valuable aid for managing and controlling bandwidth usage. By not showing users, it keeps the focus on bandwidth usage via hits, trend in bytes, and bytes, making it easier for administrators to quickly identify potential network performance problems.

21. Site Analysis Bandwidth Report

Features. Similar in structure to the Site Analysis report, this report focuses on bandwidth consumption instead of visits. It breaks down bandwidth usage by acceptability classification, category, group, user, and user within each category, showing the trend in bytes and total bytes.

Benefits. This report provides IT personnel with a comprehensive, categorized picture of how and when Web access is being used, and it does so while identifying the most active users in each category. This data is very helpful for managing bandwidth usage and advising management on corrective measures.

22. Top Bandwidth Sites Report

Features. This report shows the top bandwidth-consuming site visits made by the selected group. Each site's category is shown with the byte consumption for the site. The list is sorted in descending order by bandwidth consumption, enabling quick determination of the category and domain affecting bandwidth. Individual users are not shown on this report. Hyperlinks to all visited Web sites are provided to facilitate further analysis.

Benefits. This report quickly identifies the Web sites that consumed the most bandwidth in your network during the reporting period. If the consumption is unwarranted, you can use this information to prompt deeper investigation, or you can include the offending sites in your blocking regimen if you have one of our Web security products.

About Wavecrest Computing

Wavecrest has over 20 years of proven history of providing reliable, accurate employee Web-use monitoring, reporting, filtering, and log file analysis products across all business sizes and industries. Business managers, IT Specialists, HR professionals, Managed Service Providers, and Forensics Investigators trust Wavecrest's Cyfin and CyBlock products to manage the human factor in business Internet usage—covering remote workers, managing cloud services, reducing malware and liability risks, improving productivity, saving bandwidth, and controlling costs. Wavecrest is trusted by large government and commercial organizations such as US-CERT Homeland Security, U.S. Department of Justice, USPS Office of Inspector General, National Grid, Johns Hopkins, and a growing list of global enterprises and government agencies. We are a proud long-term GSA contract holder. For more information on the company, products, and partners, visit <https://www.wavecrest.net>.



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