

# Advance Reports Manual

## The Reports Tab

### Overview

A Report is a text or graph presentation of information about something. It is a result of systematic observation and analysis. This feature works in conjunction with the powerful search capabilities of the Revcord Logger. Use the Reports feature to generate reports and graphs based on any given search of the database. This information can then be used to monitor user call activity, track efficiency, study trends, etc. Revcord collects the information from the SQL database and creates Excel spreadsheets, word, PDF and graphs to illustrate the data. In addition, this database is available to users of programs like Crystal Reports. Advanced and QA Evaluation reports are available to those users who have access rights assigned by the Administrator.

### Advanced Reports

The Reports menu allows you to search the Revcord database and display results. Generated reports are used to analyze call activities and trends.

1. Click the Reports menu in the main menu
2. Select Advanced Reports from Sub menu
3. On the left side of the Advanced Report page you can see a tree menu. By default, you can get the result of all channels. If you want to have results of some particular channel then select that channel from left tree menu.
4. On the right side of the Advanced Reports page, you can find the “Reports Menu as given below:

<b>Report Type</b>
Report
<b>X Axis</b>
Day
<b>Data Item</b>
By Channel Name
<b>View Type</b>
Number of Call: <input type="checkbox"/> ANIALI
<b>Call Barring</b>
<input checked="" type="radio"/> All <input type="radio"/> Incoming <input type="radio"/> Outgoing
<b>Date</b>
Start : 2015-03-09
End : 2015-03-16

<b>Executive Summary</b>
NONE
<b>Time</b>
Start : 00:00:00
End : 00:00:00
<b>Duration</b>
Min : 00:00:00
Max : 00:00:00
<b>Talk Time</b>
NONF
<b>View Report</b>
<b>Send E-mail</b>
<input type="text"/>
Excel <input type="checkbox"/> <b>Email</b>

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## ***Report Parameters***

### Report Type

By classification, three types of reports are provided to generate reports and graphs: Reports (Excel), Bar Chart and Pie Chart.

### X Axis (horizontal)

This parameter works for graphical reports. If you want to view reports as a bar chart or as a pie chart, then parameter selected under x-axis drop down will become the x-axis of selected bar/pie chart.

### Data Item

To use the Data Item parameter to search the database and display records according to a given parameter. A Data Item can be any one of the By Channel Name, By Agent, By Channel, By Group or By Total.

### View Type

A User can view reports by selecting any one of the “Number of Calls”, “Call Duration”, “Average Call Duration” and “All in One” parameters. The selected parameter from the View Type drop down will be displayed in the last column of the Report Summary.

### Call Barring

You can generate call report either based on incoming, outgoing or both. By default all radio is selected and both incoming and outgoing call report will be generated.

### Date

Set the Start and End dates to create reports accordingly. The generated report will have results in the range of Start and End dates.

### Executive Summary

An executive summary, sometimes known as a management summary, is a short report, produced for business purposes. It summarizes a longer report, in such a way that readers can rapidly become acquainted with a large body of material without having to read it all. You can create an Executive Summary according to given criteria on a single click. You can create a report for today, yesterday, this week, last week, this month, last month, this quarter, last quarter, year to date and last year.

### Time and Duration

Set the Start and End times to generate reports accordingly. The generated report will have results in the range of Start and End time. User can select any time span. Report will have all those calls which were recorded in the given time range.

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## Duration

You can also search calls based on Duration. This feature provides increased flexibility in call searching. You can give some specific time duration and get your desired results. Enter the minimum and the maximum duration in the respective text fields. A Report will be generated based on given duration criteria.

## Talk Time

Some pre-defined talk times are given. You can select any one of given talk time and perform search accordingly. Report summary will have data which fulfills the given talk time criteria.

## Send Email

After generating reports, you will be able to email the report in Word, pdf or Excel format. Enter the email address in the text box, select the export format and click on the email button. The generated report will be exported to the selected format and will be delivered to the recipient using SMTP email.

## ***Types of Advanced Reports***

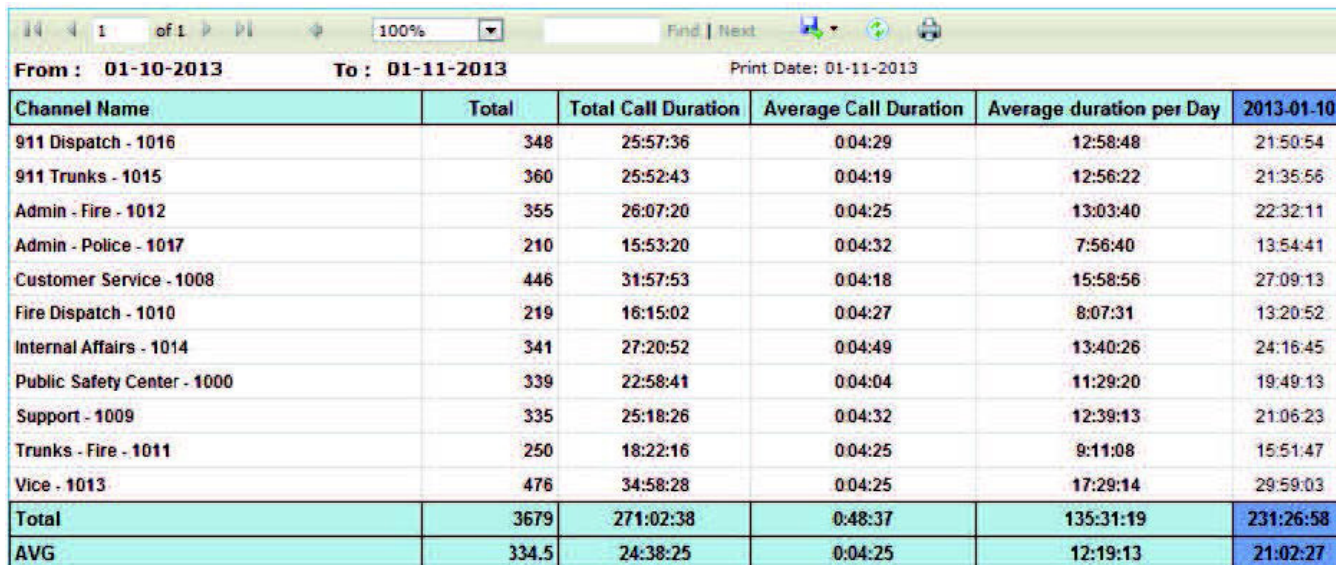
The Revcord reports module provides three different types of reports. User can create tabular Excel reports, bar charts or pie charts. Charts are easy to analyze as compared to tabular reports.

## Tabular Reports (Excel)

1. Click the Reports Tab in the Main Menu
2. Click the input, channel or group you wish to analyze from the tree menu on the left side of your screen.
3. Select which type of report you would like to generate. If you wish to generate the bar chart, click on Bar Chart from "Report Type" drop down.
4. Select the data item type: Channel Name, Agent, Channel, Group or Total.
5. Select view type: Number of Calls, Call Duration, Average Call duration or all in one.
6. To select the date, click on the Start/End text box and a calendar will appear. Enter a start date and an end date and the search will generate all of the calls made during that period.
7. To search a specific time frame, enter the start and end times. You may highlight the numbers and type them in, or you may arrow up and down. The default is set for 00:00:00. If you do not enter a specific time, the search will bring back every call during the dates specified.
8. You may also select specific call durations. For example if you want to search all calls that lasted between 1 and 3 minutes.
9. Once you have entered the desired criteria, click the "View Report" button at the bottom of the Report Menu.

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**Note: Depending on your system and internet connection speed, it may take a while to process a large amount of data.**



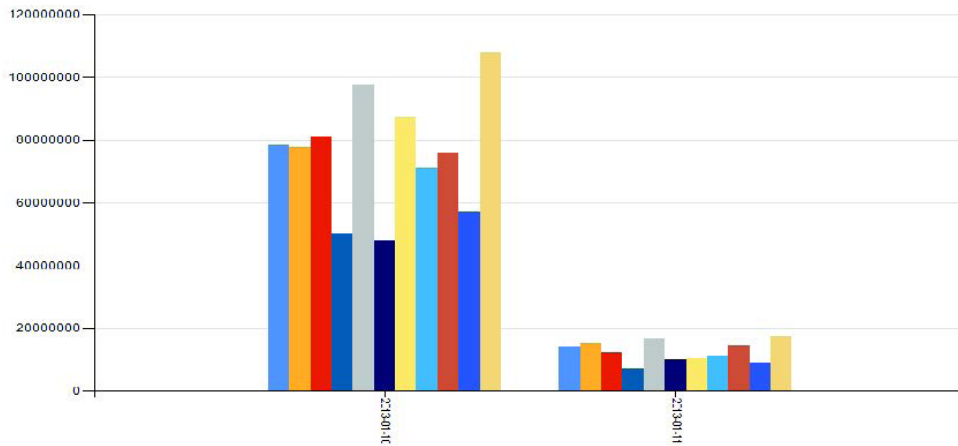
Channel Name	Total	Total Call Duration	Average Call Duration	Average duration per Day	2013-01-10
911 Dispatch - 1016	348	25:57:36	004:29	12:58:48	21:50:54
911 Trunks - 1015	360	25:52:43	004:19	12:56:22	21:35:56
Admin - Fire - 1012	355	26:07:20	004:25	13:03:40	22:32:11
Admin - Police - 1017	210	15:53:20	004:32	7:56:40	13:54:41
Customer Service - 1008	446	31:57:53	004:18	15:58:56	27:09:13
Fire Dispatch - 1010	219	16:15:02	004:27	8:07:31	13:20:52
Internal Affairs - 1014	341	27:20:52	004:49	13:40:26	24:16:45
Public Safety Center - 1000	339	22:58:41	004:04	11:29:20	19:49:13
Support - 1009	335	25:18:26	004:32	12:39:13	21:06:23
Trunks - Fire - 1011	250	18:22:16	004:25	9:11:08	15:51:47
Vice - 1013	476	34:58:28	004:25	17:29:14	29:59:03
<b>Total</b>	<b>3679</b>	<b>271:02:38</b>	<b>0:48:37</b>	<b>135:31:19</b>	<b>231:26:58</b>
<b>AVG</b>	<b>334.5</b>	<b>24:38:25</b>	<b>0:04:25</b>	<b>12:19:13</b>	<b>21:02:27</b>

## Bar Charts

The same information may be viewed in various types of charts. A chart is a visual representation of data, in which the data are represented by symbols such as bars in a bar chart or lines in a line chart or pie charts. Revcord Advanced Reports provide a powerful feature to display reports pictorially using Bar charts and Pie charts. You can easily generate graphs using Advance Reports. The graph displays colors for each agent and charts the number of calls per day.

1. Click the Reports Tab in the Main Menu
2. Click the input, channel or group you wish to analyze from the tree menu on the left side of your screen.
3. Select which type of report you would like to generate. If you wish to generate the bar chart, click on Bar Chart from "Report Type" drop down.
4. Select the data item type: Channel Name, Agent, Channel, Group or Total.
5. Select view type: Number of Calls, Call Duration, Average Call duration or all in one.
6. To select the date, click on the Start/End text box and a calendar will appear. Enter a start date and an end date and the search will generate all of the calls made during that period.
7. To search a specific time frame, enter the start and end times. You may highlight the numbers and type them in, or you may arrow up and down. The default is set for 00:00:00. If you do not enter a specific time, the search will bring back every call during the dates specified.
8. You may also select specific call durations. For example if you want to search all calls that lasted between 1 and 3 minutes.
9. Once you have entered the desired criteria, click the "View Report" button at the bottom of the Report Menu.

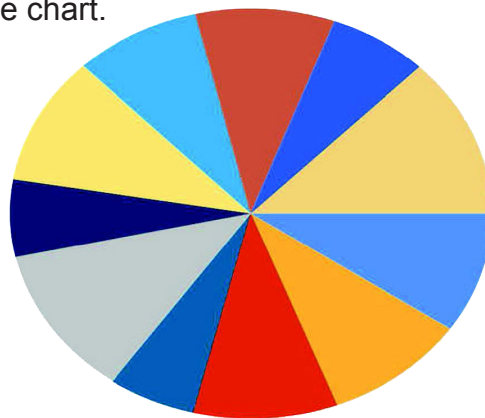
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## Pie Charts

A pie chart (or a circle graph) is a circular chart divided into sectors, illustrating proportion. In a pie chart, the arc length of each sector is proportional to the quantity it represents. The pie chart is perhaps the most widely used statistical chart in the business world and the mass media.

1. To generate pie chart, select Pie chart from “Report Type” drop down.
2. Select the X axis type: Day, Month, Week Day, Month, Week Day or Hour.
3. Select View Type as Y axis: Number of Calls, Call Duration and Average Call Duration.
4. Select the data item type: the By Channel Name, By Agent, By Channel, By Group or By Total
5. To select the date, click on the Start/End date text box, a calendar will appear. Enter a start date and an End date, and the search will generate all of the calls made during that period.
6. To search a specific time frame, enter the start and end times. You may highlight the numbers and type in the time, or you may arrow up and down. The default is set for 00:00:00. If you do not enter a specific time, the search will bring back every call during the dates specified.
7. You may also select specific call durations. For example if you want to search all calls that lasted between 1 and 3 minutes.
8. Once you have entered the desired criteria, click the “View Report” button at the bottom of the page.
9. You will see resultant pie chart.



■ 911 Dispatch - 1014 | 295   
 ■ Admin - Police - 1017 | 188   
 ■ Fire Dispatch - 1010 | 173   
 ■ Public Safety Center - 1000 | 289   
 ■ VOA - 1012 | 406  
■ 911 Triage - 1016 | 301   
 ■ Customer Service - 1006 | 383   
 ■ Internal Affairs - 1014 | 300   
 ■ Support - 1009 | 287  
■ Admin - Fire - 1012 | 307   
 ■ Triage - Fire - 1011 | 219

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## **The Tool Bar**

The Tool Bar on top of the report/graph allows for quick changes, settings, views and printing options.



## **Paging Controls**

To move from one page to another page, four paging controls have been provided to the user. Using these controls you can move easily from the current page to the next page, previous page, first page or last page.

## **Zooming Reports**

To zoom the generated reports select any zoom percentage from given drop down. By default its 100%.

## **Find**

To find any specific item from generated reports, find option is also provided for efficient search from reports.

## **Export Reports**

Export Reports is one of the advanced feature provided in release 9.4. Now you can export your reports to multiple formats. That is, you can export the reports as an Excel sheet, Word or PDF file on your computer.

1. Export Function is provided at the right of the tool bar.
2. Click the drop down arrow and select your desired format to save the reports to your system.
3. You will see a download will start, save the file to your desired directory.
4. You are required to have Microsoft Office and any PDF reader to view downloaded files.

## **Refresh**

This option facilitates the user to refresh the reports. Any change to the Report parameters will be updated just by clicking the refresh button.

## **Print**

A list of all available printers will be displayed. Select your desired printer and click on print.

## **Email**

When you have generated an advanced report, select the desired export type from the drop down list (Excel, Word or PDF). Enter the email address in text box, click on "Email" button. The exported sheet will be attached in the selected format and it will be delivered to the recipient address using SMTP email.