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| **Subject:** | Getting Telephone data via Web Reporting | | | **Rev:** | A |

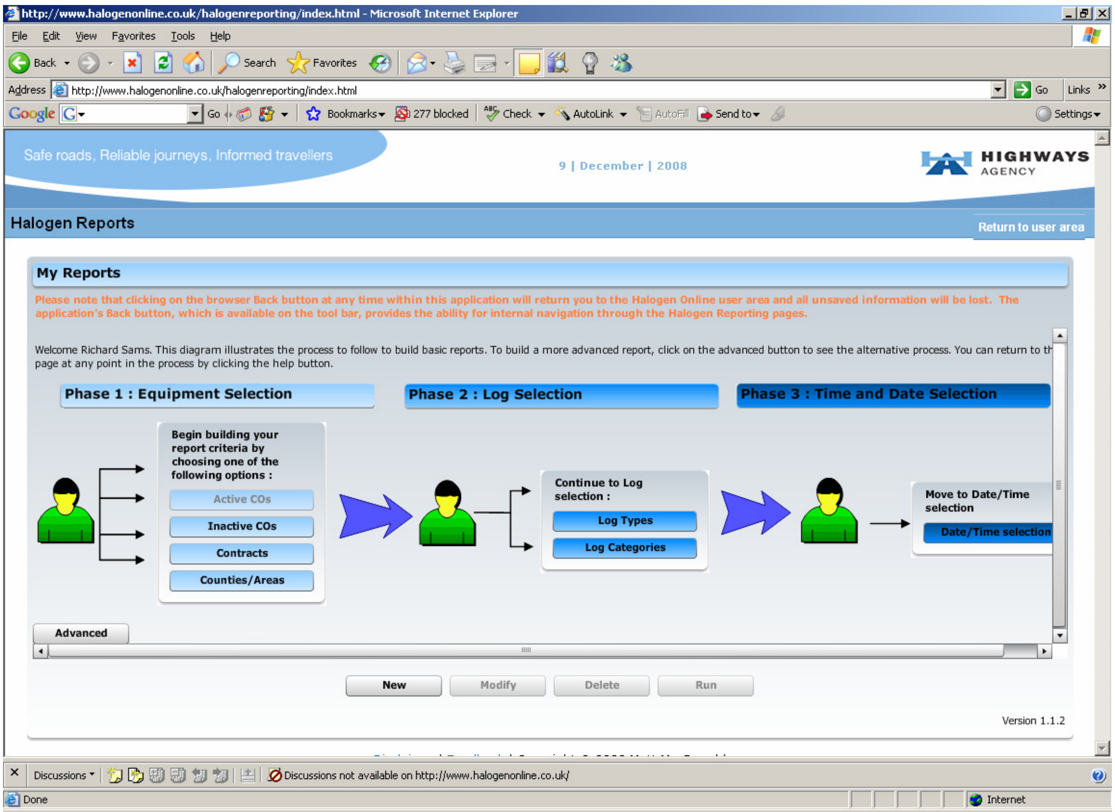
# Introduction

The recent implementation of Telephone Call Classification has introduced new call types. Accordingly, the web reporting application has been changed to make it possible to report on these new types. To avoid redundancy and confusion, the decision was taken to remove the reports from the HCCAi.

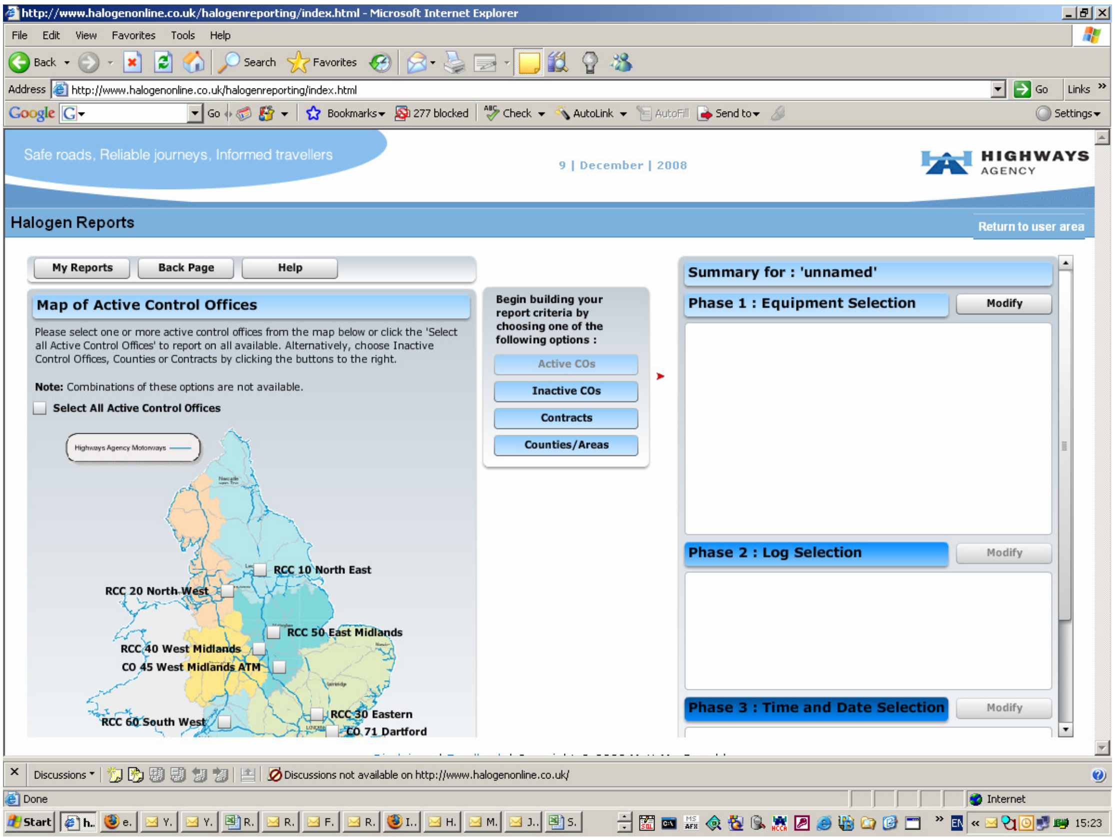
This is a short guide for users on how to build and run a telephone call report using the web reporting application.

# Building and Running a Telephone Call Report

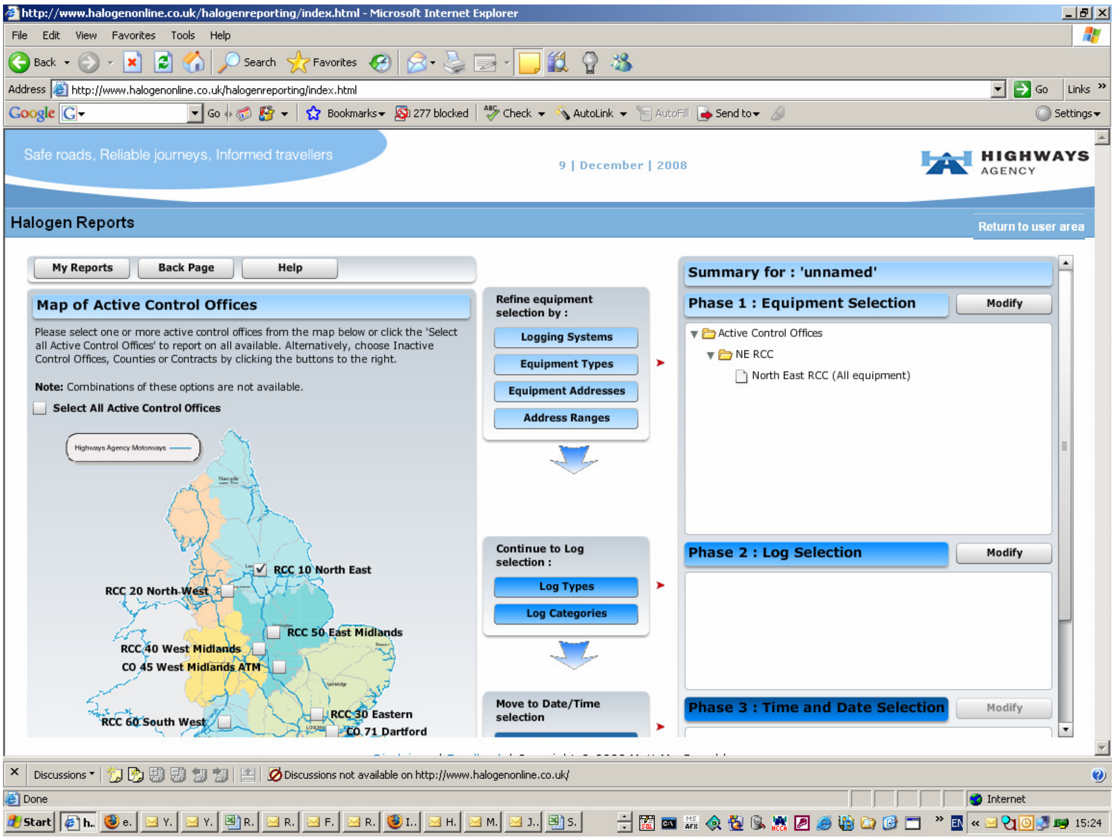
Log in to the Halogen web site and click “Use web reporting service to generate user defined reports”. The screen below will be presented (you may see previously run reports). If you get an error page which says you don’t have permission to run the facility, please contact the Halogen Help Desk (details on the Home page).



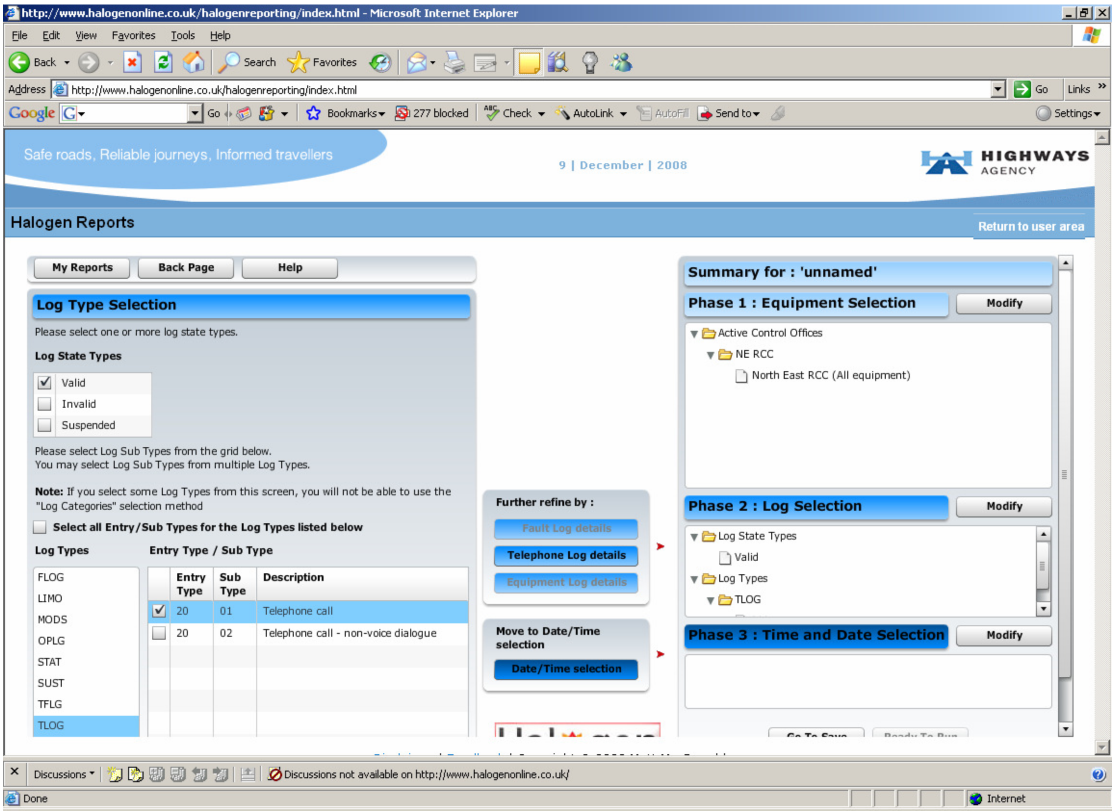
Click “New”, the screen shown below will be presented/




In the “Map of Active Control Offices” area, select which RCC/COs you wish to retrieve data for.  When you have done this, the screen below will be shown.

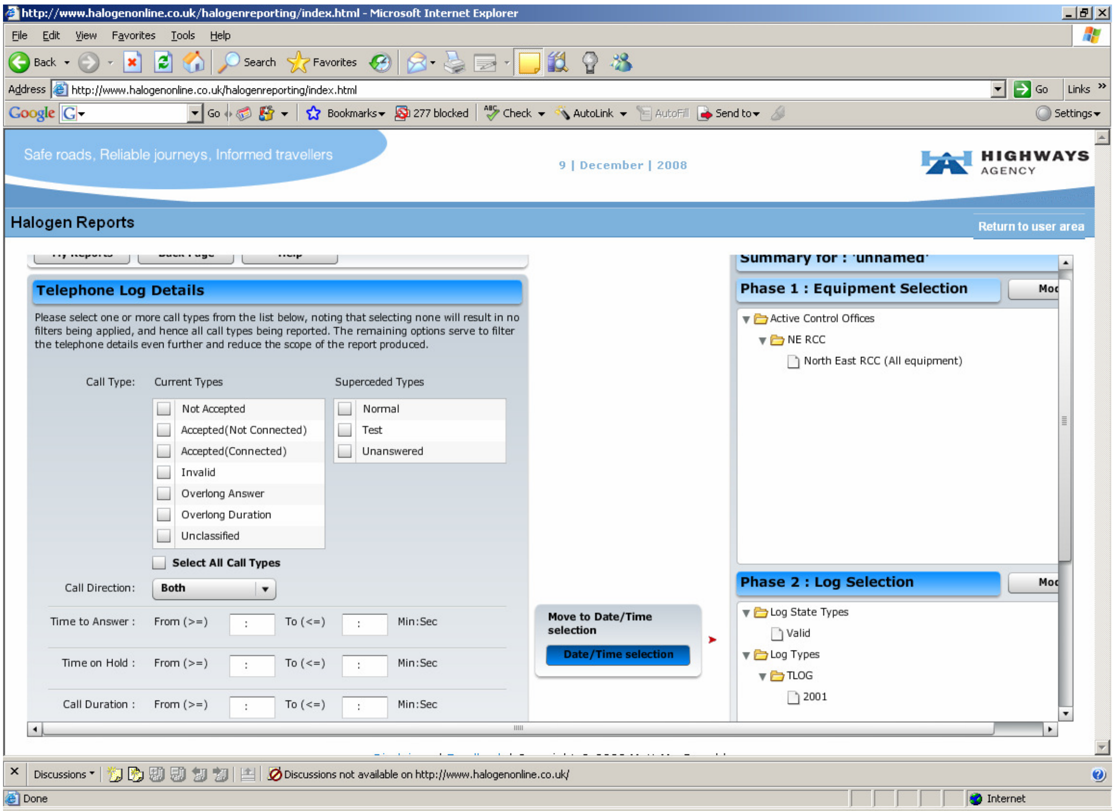



From the available buttons in the middle section of the screen, click “Log Types”. The screen below will be shown.



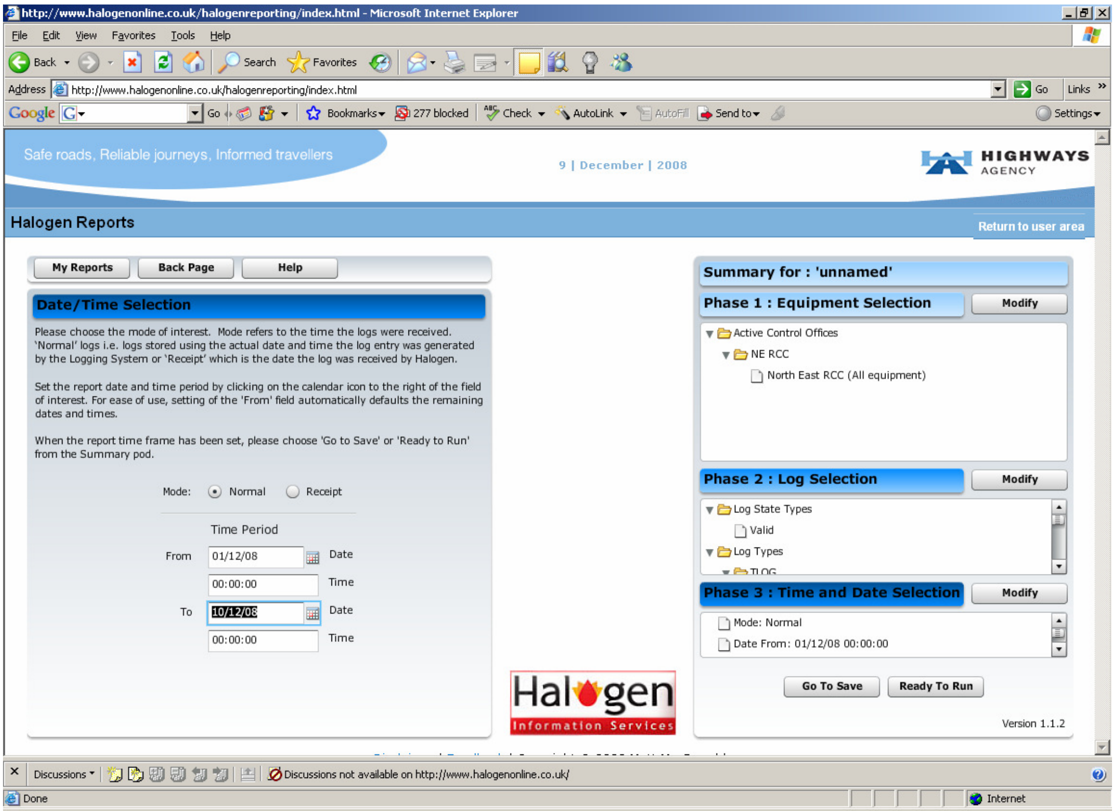
In the example shown above, the “TLOG” Log Type is selected and the “Entry Type/Sub Type 20 01” is checked. Repeat this selection yourself. At this point you will see the “Telephone Log Details” button in the middle section of the screen be enabled.

Click “Telephone Log Details” , the screen below will be shown.




This screen is designed to allow you to refine your selection of which calls to retrieve. As a minimum, select the required call types and operator shifts. When you have completed this action. Click the “Date/Time selection” button from the middle section of the screen.

The screen shown below will be presented



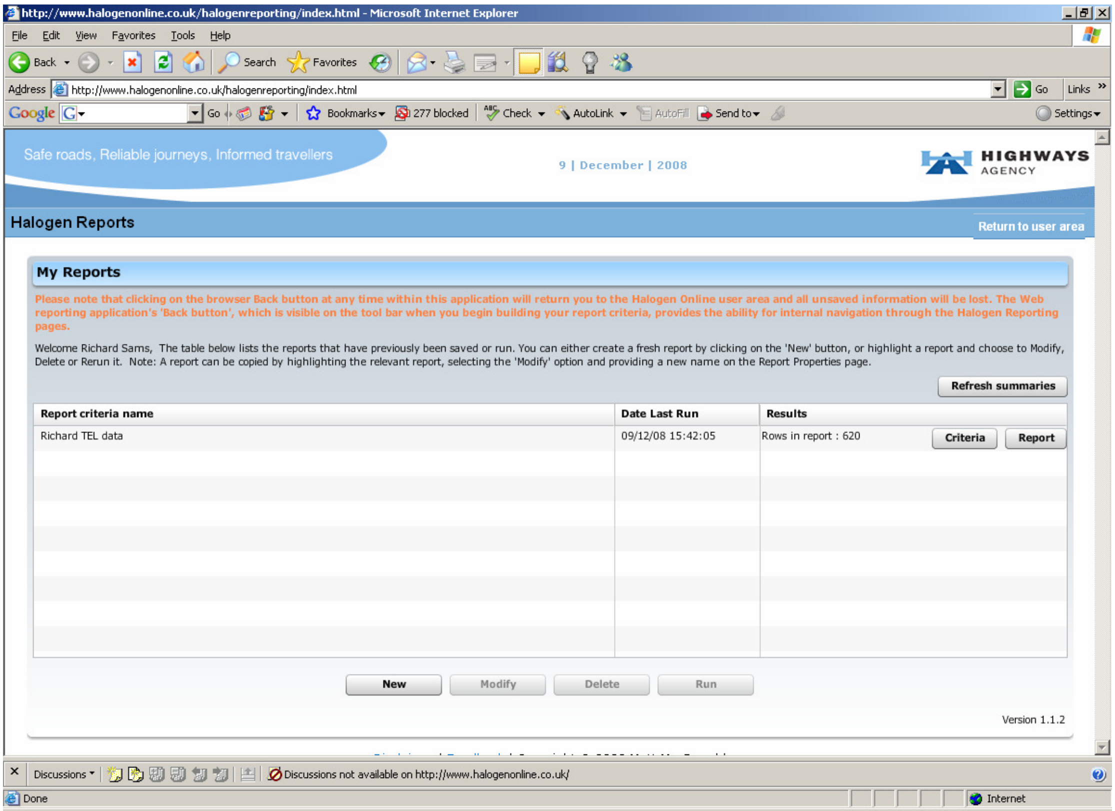

In the example above, a date/time range has already been entered. Key the required date range for your report and press "Go To Save".

Before you can run the report you need to give it a name and also specify which output format you require. When you have done that, press either "Run" or "Save & Run". Pressing "Save & Run" will keep the report template you have created for future use, pressing "Run" will just run the report and will not save the template.

When the report completes you will receive an email notification of the success/failure. If the report has run successfully, a link will be provided in the email for you to click on to download the report output.

The report output is provided in two parts, firstly information on a call-by-call basis then secondly a summary of calls on a daily basis for the selected report period.

If you are unable to access your eMail In Box it is still possible to download the report. Go to the "My Reports" page, where all reports you have run will be listed. Against each completed report there are two buttons "Criteria" and "Report". Clicking on the "Report" button will open a link to your report (see below).




If you experience any difficulties running reports, or have any other queries about the web reporting application, please contact the Halogen Help Desk (details on the Home page) for assistance.