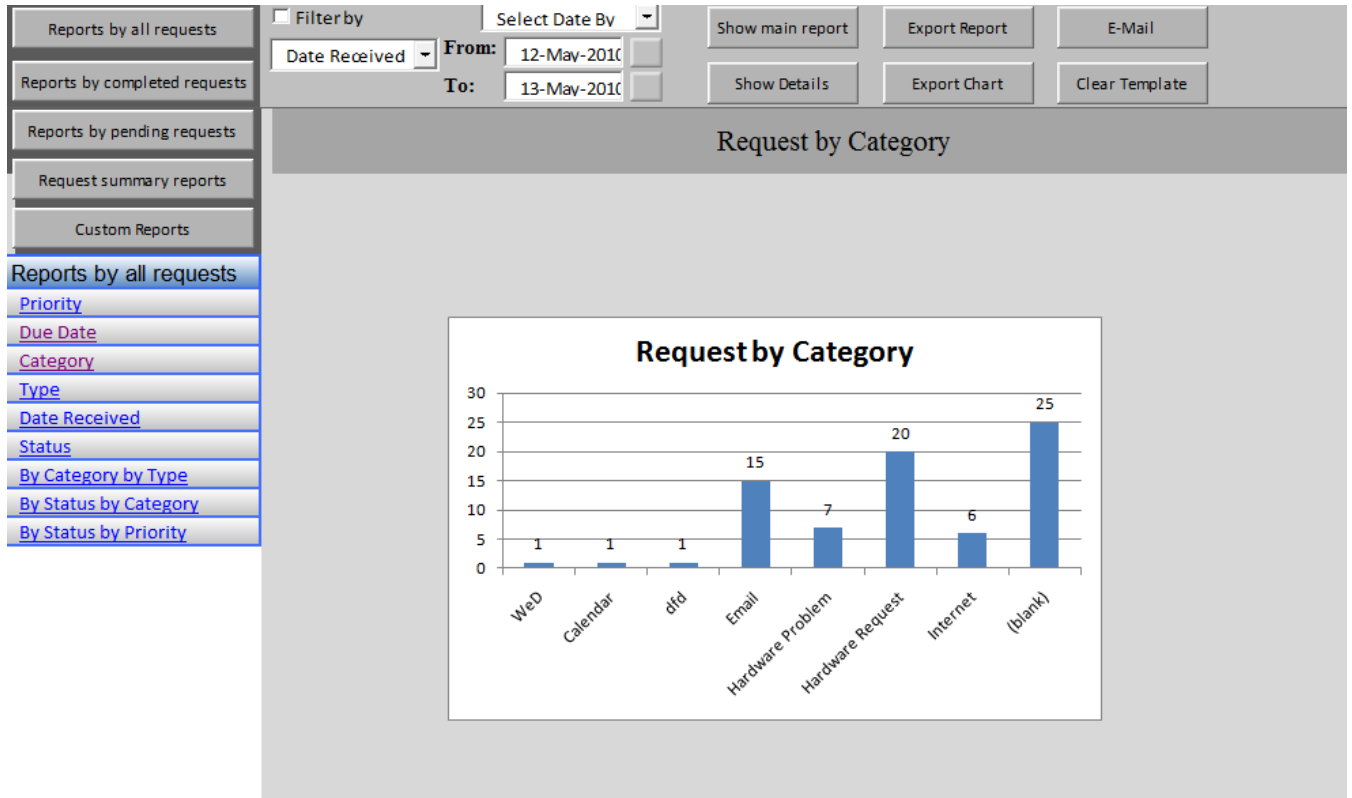


Advanced Reporting Module for CCS Applications

Details and Screen Shots

Report Manager is setup with an easy to use interface to design, run and send-out Service Request measurement information. The Screen shot below is the Report Manager user interface:



Report Manager has the following features:

- **Easy to use click & report interface** - generate reports and charts by making simple selection and click button to view tabular reports and charts
- **Many Views** - View information in a variety of chart types, and tables
- **Drill-down** - Drill-down from tabular reports or charts to actual ticket detail with the click of a button
- **Ready-made reports** - The standard version comes with a number of ready-made reports which you can view by ticket status and time period.
- **Powerful Filters** - Filter information by ticket status (open, assigned, closed), period, and field level. Also in tabular form, drop-down filters allow inclusion and exclusion at the field level.
- **Create Custom Report** - Create your own reports in table or matrix format. Pick your filters, fields and combine to give you the exact measurement information you need.
- **Export Reports and email.** Export out to PDF files for storage or to distribute to interested parties via email with the click of a button.

Report Selection Options

Select Report Data by:

- Report Status - Open, Assigned, Completed or All
- Ready-made reports fields
 - - Category, type or category/type
 - Priority
 - Due date
 - Date Received
 - Technician or Staff assigned



Filter by Date Type:

- Select date type on which to filter
 - - Date ticket received
 - Date ticket completed

Select Time Period:

- Specific date range
- Periods
 - - Week
 - Month
 - Quarter
 - Year

A form for filtering by date. It includes a checkbox labeled 'Filter by' and a dropdown menu labeled 'Select Date By'. Below this, there are two rows of date selection. The first row has a dropdown menu with 'Date Received' selected, followed by 'From:' and a date field containing '05-May-2010'. The second row has 'To:' and a date field containing '06-May-2010'. There are small square buttons next to the date fields.

Reports and Charts

Report Manager Ready-made reports generate both charts and tabular reports. Charts include pie charts and bar charts for each report. Also the tabular data is presented below the charts.

Tabular data can be filtered to include or eliminate fields (such as eliminating a misc. category), using a drop down selector right on the column label, as well as which field values to include in the report.

You can analyze data in more detail by using the + or - on rows to drill down or summarize data (example show types within category).

This provides flexibility while still using click and report ease of ready-made reports.

Custom Reports Feature

Custom Reports can be generated for any module using any combination of fields. It can be generated as tabular reports or Matrix Reports. Reports can be generated based on any Criteria and with filtering options. The highlights of Custom reports are

- Grouping with multiple levels
- Filters based on date and other criteria
- Summarization

Once defined custom reports can be saved and regenerated at the push of a button from the selection column. The screen below shows how to create a simple tabular report.

The screenshot shows a Microsoft Excel spreadsheet titled 'Reporting tools2.xlsx'. The interface includes a 'Filter by Date' section with 'Date Received' selected, and date filters for 'From: 05-Apr-2010' and 'To: 06-Apr-2010'. A 'Show Summary' button is visible. Below the filter section, there are several report categories: 'Reports by all requests', 'Reports by completed requests', 'Reports by pending requests', 'Recent summary reports', and 'Custom Reports'. The 'Custom Reports' section is expanded, showing a list of fields: Message class, Priority, Response Due, Date Data, Category, Type, Project, SA Field 1, SA Field 2, UDF 1, UDF 2, UDF 3, UDF 4, Created by, Date Received, Approver, End User Name, End User Company, End User Dept, End User Office, Status, Full Contact Name, and SA Name. The main data area is a table titled 'Count of Tickets' with 'Column Labels' set to '(blank)'. The table has columns for '2003', '2004', and 'Grand Total'. The data is as follows:

Row Labels	2003	2004	Grand Total
Assigned Tickets	408		408
(blank)	408		408
Application Fault	24		24
Client	18		18
Configuration Change	1		1
Data Fix	20		20
Data Request	2		2
Documentation	4		4
Email	5		5
Hardware Problem	2		2
Hardware Request	11		11
Infrastructure	8		8
Mainframe Fault	43		43
Modify Functionality	74		74
Network	16		16
New Functionality	30		30
Opening Systems	12		12
Overnight Abends	1		1
Printing	4		4
Query	5		5

Reports by All Requests	<input type="checkbox"/> Filter by	Select Date By	Show Main Report	Export Report	E-Mail Report
Reports by Completed Requests	Date Received	From: 12-May-2010	Show Details	Export Chart	
Reports by Pending Requests	To: 13-May-2010				
Summary Reports					
Custom Reports	Custom Tabular Reports				
Create Custom OR View Older	Custom Tabular Reports				
New Custom Report					
Custom Tabular Report123...					
Custom Tabular Report1235...					
New Report Name789245...					
	Select columns to display Available columns: SA Field 2, UDF 1, UDF 2, UDF 3, UDF 4, Created by, Approver, End User Name, End User Company Display columns: Priority, Response Due, Due Date, Category, Type, Project, SA Field 1		Filter options <input type="checkbox"/> Filter by date Date Received From: 01-Jan-1990 To: 12-05-2010		
	Select columns to display Group by: Response Due Order by: Type Then: UDF 3 Then: --Select Column--		Report Title <input type="checkbox"/> Save Custom Tabular Report123 <input type="button" value="Create Report"/>		

Also you can create more complex reports using the Matrix Customer Report feature.

Custom Reports

Column Grouping

*Columns: Completed Date
Date Format: Years

Group by

*Group by:

- Message class
- Priority
- Response Due
- Due Date
- Category
- Type
- Project
- SA Field 1

Request by Category

		2006							Total		
		Feb				Mar			2006 Total		
		25	26	27	28	1	2	3	4	Total	Total
John	Phone Call	General	1	1	1	1	1	-	-	1	20
	Total		1	1	1	1	1	-	-	1	20
Total			1	1	1	1	1	-	-	1	20
Jane	Web Form	Printers	1	-	1	1	1	-	1	-	22
	Total		1	1	1	1	1	-	-	1	20
Total			1	1	1	1	1	-	-	1	20

Create Report

Exporting and Distributing Reports

Reports can easily be saved and exported for review using the PDF Report and Chart Export feature. This allow you to create PDF versions of your reports. Also you can easily distribute the report using the Email feature which packages a PDF and attaches it to an email which you can send to individual emails or distribution groups.

Send

From...
To...
Cc...
Bcc...

Subject: Report Created on 13-May-2010

Attached: Report4Mail.pdf (1.20 KB)

Please find attached report for:
Main Category - Reports by Pending Requests
Sub Category - Request by Status

Service Request Report Manager