GVP Reporting Plugin for GAX

How to Read Reports

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How to Read Reports

Any report that you generate displays its data in a table. Different report types generate different table columns and table panels, but the formats are identical. Your available actions are:

- Click on column headers to **sort the rows** of the table.

- Click an underlined row or cell contents to **drill down** into the data, which appears in a new data panel that is added to the display, on the right. Scroll to the right to see new panels that appear off-screen. You can continue to drill down as long as data is underlined.

- Click on the **Next Range** and **Previous Range** buttons (in Operational Reports and VAR Reports) to generate a related new report based on the current time frame, but a shifted time range.
  For example, if the current report covers three months from August 1 to November 1, clicking Previous Range generates a report for the previous three months, roughly May 3 to August 1.

- Click the **Export** button to save the data. You will chose the destination directory, but not the name.

The controls listed below are for data table panels that appear to the right of the filter column.

Report Data Display Controls

Data Display Element	Purpose / Functionality
Data row	Click to drill down on the data row for more detail on that row alone. The details appear in a new window to the right of the existing window, and the nature of those details depends upon the nature of the data row. For example, if the data is a historical list of calls, clicking on one row displays a Call Details window with information about the call that you selected.
Properties bar	Displays time of report generation and other meta data.
Pagination bar	Displays pagination information for the report, if it is saved in CSV format. Click on a page number to generate a report for that page.
Column heading	Click to sort the entire table by the selected row, an up arrow in the column heading indicates that the data is sorted from the lowest to the highest values in that column and a down arrow indicates the opposite order. Click-and-drag to move a column horizontally within the display.
Horizontal scroll bar (entire screen)	Click-and-drag to scroll horizontally the entire screen. For example, scroll to the left to display the filter column.
Horizontal scroll bar (individual panel)	Click-and-drag to scroll horizontally through data, if the window is too narrow.
Quick Filter field	Enter text that must appear in a data row for it to be displayed.

Data Display Element	Purpose / Functionality
Export button	Click to save the displayed page of data to a data file of comma-separated values with a name that follows this convention: user_gvp_rpt_report type.date generated.csv A standard Windows dialog box lets you chose the saved file's destination directory.
Tenant Filter	Open the Tenant Filter panel (to the right of the filter panel) where you can select and clear check boxes to filter the browse panel to the left.
Call Disposition	Select a Call Disposition from the drop-down list, which can include: Completed in IVR, Transferred to Agent, Abandoned in Queue, and Rejected.
Refresh	Refresh the display with the latest data.

These Generic Filter Panel Control Buttons appear in the filter column for most report types.

Button	Function
Collapse	Hides the filter panel on the left side of the window.
Restore	Reveals the filter panel on the left side of the window.
Close	Closes the currently displayed report.
Fit to Contents	Expands or contracts the selected column to match the widest cell's contents.
Browse	Opens a browse window for the selected filter item, where you can make selection(s).
Clear	Clears the field containing your current selection(s). Visible only when cursor rolls over the field.