![Genesys logo]

GVP Reporting Plugin for GAX

Genesys Voice Platform 9.0.x

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HELP: VP Reporting Plugin for GAX

9.x This version of HELP: VP Reporting Plugin for GAX applies to Genesys Voice Platform that is part of 9.0, starting with version 8.5. For version 8.1 of Genesys Voice Platform, see the Genesys Voice Platform home page.

- How to Generate a Report
- How to Read a Report

  Each report offers multiple report types with different characteristics such as multiple data sets. You can filter any data set to display only the data that you wish to examine.

- Call Browser Report Filter Panel
- Dashboard Report Filter Panel
- Operational Report Filter Panel
- Service Quality Report Filter Panel
- VAR Report Filter Panel

How to Generate a GVP Report

[+] Before You Begin

- Know your installation's valid URL for GAX—for example, `http://GAXwebserver:8080/gax/`
- Know a username (and password) with the correct permissions for running reports.

1.[+] Log in to GAX.

a. In the web browser's address bar, enter your installation's valid URL for GAX.
b. Complete the GAX login dialog fields.

2.[+] Select the report type.

a. Select **Historical Reporting** in the Navigation panel at the top of the screen.
b. Select the required report from the VP Reporting drop-down menu.

3.[+] Select the appropriate filters.

A filter panel occupies the left third of the report screen; each report type displays a different set of filters. Select the appropriate filters. (Each required filter has a red asterisk (*) next to its name.)

These help topics describe the filters for each of the report types:

- Call Browser Report Filter Panel
- Dashboard Filter Panel
- Operational Report Filter Panel
- Service Quality Report Filter Panel (SQ Reports are not available in Cloud installations)
- VAR Report Filter Panel (VAR Reports are not available in some Cloud applications)

Filters may appear in these formats:

- Radio button list (field examples: Call Status & Report Type)
- Check box list (field examples: Query Data From & IVR Profiles)
- Drop-down list (field examples: Component Type & Call Type)
- Text entry field (field examples: DIDs & Remote URI)
- Pop-up calendar (field examples: From Date& To Date)

4.[+] Generate the report.

Click **Generate**.

- The Report Results window appears on the right two thirds of the screen.
- See the table GAX Report Display Controls.

How to Read Reports

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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.

Call Browser Report Filter Panel

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Generic Filter Panel Control Buttons include: **Collapse**, **Restore**, **Fit to Contents**, **Browse**, **Clear**, **Generate**.
* = mandatory

Call Status*	Select a status from this list of radio buttons: Call Browser Report: In Progress, Historical.
Query Data From*	Select a site from the drop-down list, to be the source of the report's data.
From Date	Select the report start date from a pop-up calendar. Your selection displays as YYYY-MM-DD.
To Date	Select the data end date from a pop-up calendar, or enter the end date in a text entry field. Format: YYYY-MM-DD.
Component Type*	Select one type from the drop-down list: Resource Manager, Media Control Platform, or Call Control Platform. This selection determines many of the choices offered below it in the filter panel.
Components	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each item in the list of component-related items in the data field to the right. is your choice from the corresponding field.
IVR Profiles*	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each IVR profile in the list in the data field to the right.
Tenants	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each Tenant in the list in the data field to the right.
DIDs	Enter a whole number (for example, 1234), a range (1234-2234), a wildcard (123*, the asterisk must be at the end of the number), or a zero-prefixed number (for example, 001234). **Note:** Input is enabled only when the component type is Resource Manager (RM).
Call Type	Select a Call Type from the drop-down list, which can include: Inbound, Outbound, Unknown.
Call State	Select a Call State from the drop-down list, which can include: Completed in IVR, Transferring, Transferred, Accepted. **Note:** This parameter is only applicable to real-time reports.
ID TYPE	Select a Call Type from the drop-down list, which can include: Session ID, GVP GUID, Genesys UUID.
Duration, Min (ms)	Enter an integer for the minimum duration of a call, in milliseconds. Calls shorter than this criterion will not appear in the report.
Duration, Max (ms)	Enter an integer for the maximum duration of a call, in milliseconds. Calls longer than this criterion will not appear in the report.
`VirtualReportingTag1`	`VirtualReportingTag1` and `VirtualReportingTag2` are configurable parameters (vtags) in the GVP IVR Profile. Resource Manager provides the information in the Call Details

VirtualReportingTag2	Record (CDR). The name and value pair can be used as a query parameter to get the call records from the database. The maximum length for each vtag is 256 characters.
Remote URI	The full URI of the remote party involved in the session represented by this CDR.
Local URI	URI identifying the local service that was delivered.

Dashboard Filter Panel

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Generic Filter Panel Control Buttons include: **Collapse**, **Restore**, **Fit to Contents**, **Browse**, **Clear**, **Generate**.
* = mandatory

Report Type*	Select a report type from this list of radio buttons: Call Dashboard, SSG Dashboard, Fetch Dashboard, Connector Dashboard, SQ Latency Dashboard.
Query Data From*	Select a site from the drop-down list, to be the source of the report's data. **Note:** For Call browser, Dashboard, and Service Quality report, the **Query Data From** field is a drop-down list. So, you can select only one site at a time. Click the Browse button and select up to eight sites from the list of check boxes. **Note:** For the Operational and VAR report, the **Query Data From** field is a list with check boxes. This enables you to select up to 8 sites.
Application	Select an Application from the drop-down menu at the top of the Component panel to the right. **Note:** Enabled only if the Call Dashboard report type is selected.
Components	Select a Component from the panel to the right. **Note:** Enabled only if the Call Dashboard report type is selected. The available items depend on the Application selection above this list.
Supplementary Services Gateway (SSG) Gateway Components	Select a gateway from the Application (ASG) panel to the right. **Note:** Enabled only if the SSG Dashboard report type is selected.
Component Type*	Select a Component Type from the panel to the right. This row appears only in the Fetch Dashboard (where MCP and CCP are the choices) and in the Connector Dashboard (where PSTNC and CTIC are the choices). **Note:** Enabled only if the Fetch Dashboard or Component Dashboard report types are selected. The available items depend on the Application selection listed above.
IVR Profiles	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each IVR profile in the list in the data field to the right.
Tenants	Click the Browse icon (a solid black folder) beneath this field, then selectSelect or clear the check box next to each Tenant in the list in the data field to the right.
Refresh (seconds)	Enter a whole number from 5 to 1800 as the interval in seconds the dashboard reports automatically refreshes.

Operational Report Filter Panel

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Generic Filter Panel Control Buttons include: **Collapse**, **Restore**, **Fit to Contents**, **Browse**, **Clear**, **Generate**.
* = mandatory

Report Type*	Select a report type from this list of radio buttons: Call Arrivals, Call Peaks, Call Durations.
Query Data From*	Select a site to be the source of the report's data. If the report type is Call Peaks, select from a drop-down list. If the report type is Call Arrivals, click the Browse button and select up to eight sites from the list of check boxes.
From Date	Select the report start date from a pop-up calendar. Your selection displays as YYYY-MM-DD.
From Time	Select the report start time from a drop-down menu. Choices are 15-minute increments from 00:00:00 to 23:45:00. Note: Enabled only if the From Date field is populated.
To Date	Select the report end date from a pop-up calendar. Your selection displays as YYYY-MM-DD.
To Time	Select the report end time from a drop-down menu. Choices are 15-minute increments from 00:00:00 to 23:45:00. Note: Enabled only if the From Date field is populated.
Granularity*	Select the increment for data display from this drop-down list: Month, Week, Day, Hour, Thirty minutes, Five minutes.
Session Type*	Select a session type from this drop-down list, which varies with the Report Type selection: Call Arrivals/Peaks: RM, MCP, VoiceXML, Media Service, CCP, PSTNC, CTIC, ASR, TTS. Call Durations: VoiceXML, Media Service, ASR, TTS.
Filter Type*	Click the Browse icon (a solid black folder) beneath this field, then select or clear a radio button for your choice of filter: IVR Profile, Component, or Tenant. Your choice determines the selections in the Component Type field as described below.
Component Type*	Select a Component Type from the drop-down list. Your selection causes a mandatory Services field to appear below this field. This applies for all selections except for VoiceXML, which displays the MCP Services field. When the Component Type is VoiceXML, ASR or TTS, the Tenants and IVR Profiles fields are enabled. **Note:** This field is enabled only when the Filter Type is Component.
IVR Profile	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each IVR profile in the list inside the data field to the right. **Note:** Enabled only when the Filter Type is IVR Profile.

Tenants	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each Tenant in the list in the data field to the right. **Note:** Enabled only when the Filter Type is Tenants.

Service Quality Report Filter Panel

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Generic Filter Panel Control Buttons include: **Collapse**, **Restore**, **Fit to Contents**, **Browse**, **Clear**, **Generate**.
* = mandatory

Report Type*	Select a report type from this list of radio buttons: Call Failures, Call Summary, Latency Details.
Query Data From*	Select a site to be the source of the report's data: Click the Browse button and select up to eight sites from the list of check boxes in the Sites panel to the right.
From Date*	Select the report start date from a pop-up calendar. Your selection displays as YYYY-MM-DD.
From Time	Select the report start time from a drop-down menu. Choices are 15-minute increments from 00:00:00 to 23:45:00. Enabled only if the From Date field is populated.
To Date*	Select the report end date from a pop-up calendar. Your selection displays as YYYY-MM-DD.
To Time	Select the report end time from a drop-down menu. Choices are 15-minute increments from 00:00:00 to 23:45:00. Enabled only if the From Date field is populated.
Granularity*	Select the increment for data display from this drop-down list: Month, Week, Day, Hour. Not enabled for Call Failures.
Media Control Platform (MCP) Components*	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each MCP component in the list in the data field to the right. • Mandatory only for Latency Details.
IVR Profiles*	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each IVR profile in the list in the data field to the right. • Mandatory only for Call Summary. Not enabled for Latency Details.
Tenants*	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each Tenant in the list in the data field to the right.
Call Failure Type	Cumulative Response, Audio Gap, Application Error , System Error. Enabled only for Call Failures.
Session ID	Valid values: This unique number is generated for each call, and obtainable from call logs. It also appears in reports, where you can click on it to drill down for data specific to a call.

	Enabled only for Call Failures.

VAR Report Filter Panel

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Generic Filter Panel Control Buttons include: **Collapse**, **Restore**, **Fit to Contents**, **Browse**, **Clear**, **Generate**.
* = mandatory field
For each field select or enter the appropriate value.

Report Type*	Select a report type from this list of radio buttons: Call Completion, IVR Action, Last IVR Action.
Query Data From*	Select a site to be the source of the report's data: Click the Browse button and select up to eight sites from the list of check boxes in the Sites panel to the right.
From Date	Select the report start date from a pop-up calendar. Your selection displays as YYYY-MM-DD.
From Time	Select the report start time from a drop-down menu. Choices are 15-minute increments from 00:00:00 to 23:45:00. **Note:** Enabled only if the From Date field is populated.
To Date	Select the report end date from a pop-up calendar. Your selection displays as YYYY-MM-DD.
To Time	Select the report end time from a drop-down menu. Choices are 15-minute increments from 00:00:00 to 23:45:00. **Note:** Enabled only if the From Date field is populated.
Granularity*	Select the increment for data display from this drop-down list: Month, Week, Day, Hour, Thirty minutes, Five minutes.
IVR Profiles	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each IVR profile in the list in the data field to the right.
Tenants	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each Tenant in the list in the data field to the right.