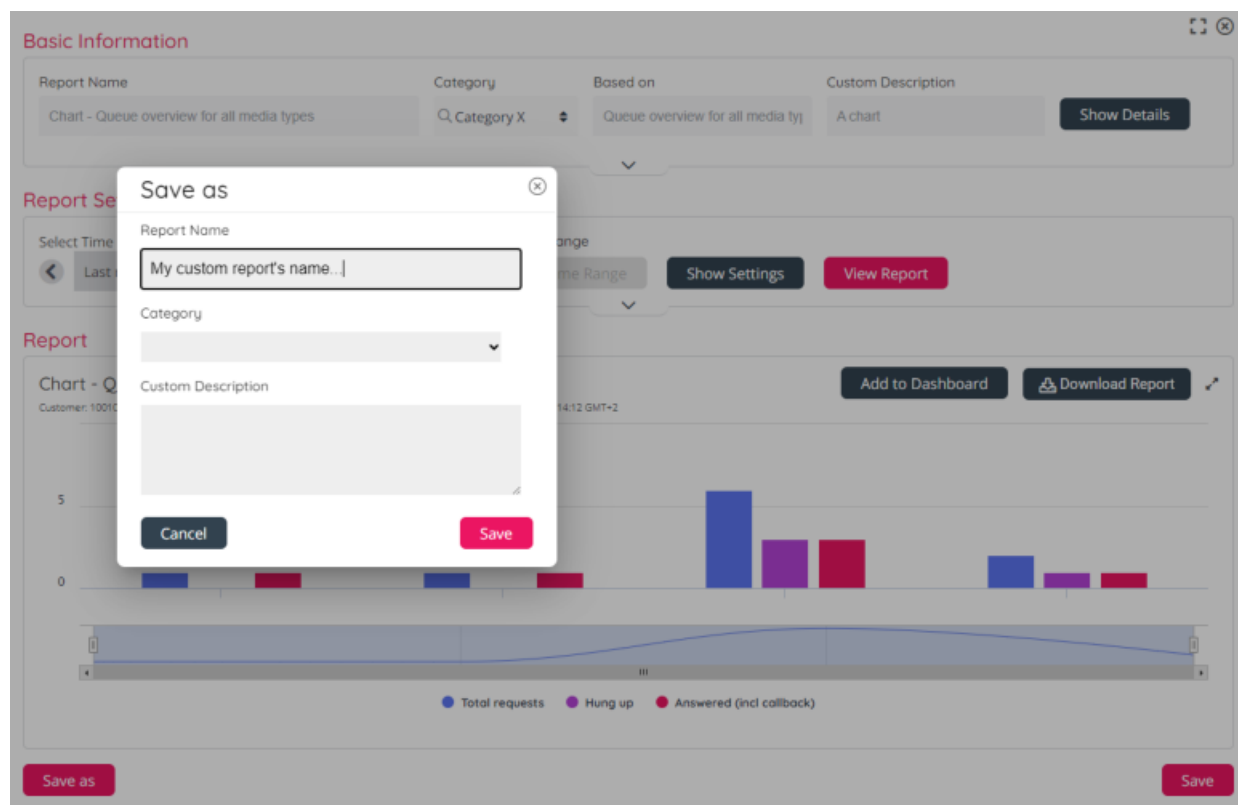


Customise Reports

This article explains how to customise a report

- Save a new or update a custom report
- Customise rows to include
- Customise columns to include and column order
- Limit time range
- Group by time
- Visual type (table and charts)

When you have selected a report from the report list, you can change different things like Columns and Rows to include and Visual type in the **Report settings** part.



When you have done the needed adjustments in a standard report and you want to save it as a Custom report, click **Save as**. In the pop-up window, please enter a **descriptive name**, put it in a **Report category** and add a **custom description**. In the custom report list we will show which standard report each custom report is based on.

If you want to update an existing custom report, open this custom report and do the needed changes, and then click **Save**. If you want to update an existing custom report's custom description or change its category, click the Edit icon for this report on the Custom report list.

You can also do adjustments in an existing custom report and select **Save as** to save it as a new custom report, without changing the existing custom report.

Customise Columns

To adjust what columns to include in the report, click anywhere in the **Select Columns** field (1) to expand it. Don't click the 'x'

on an item unless you want to remove the column.

Report Settings

The screenshot shows the 'Report Settings' panel. At the top, there's a 'Select Time Period' dropdown set to 'Yesterday (30/08/2023)' and a 'Limit Time Range' toggle. Below this is the 'Additional Settings' section with fields for 'Service Number' (21492979), 'Visual Type' (Table), and 'Select Agents'. To the right is the 'Select Columns' panel. It has a search bar with 'Enter keyword' (callout 4). Below the search bar is a list of columns with checkboxes and 'x' icons for removal. Callout 1 points to the 'Answer rate' column. Callout 2 points to the 'Answer rate (%)' column. Callout 3 points to the 'Average Handling Time (AHT)' checkbox. Callout 4 points to the search bar.

Now you can see parts 2 and 3 of the column selector as well. To remove a column, click 'x' at the end of the column name in part 2, or untick the column in part 3. If you want to add a column, tick it in part 3. If the list of available columns in part 3 is very long, you can type a column name in the Filter input box (4) to find it.

Adjust column order

All reports have a default column order for the columns you include. If you want to change the column order, click on the *Column order* button in the lower right corner of the Setting spart. If you click *Column order*, a modal opens where you can drag and drop to re-arrange the column order.

The screenshot shows the 'Report Settings' panel with the 'Column order' modal open. The modal has a list of columns that can be reordered by dragging them. At the bottom of the modal is a 'Column order' button with a gear icon. The 'Report Settings' panel shows the 'Basic Information' section with 'Report Name' (Details per queue) and 'Description' (The report shows a number of parameters per queue, e.g. li...). The 'Report Settings' section shows the 'Select Time Period' dropdown set to 'Last month (November)' and the 'Limit Time Range' toggle. The 'Additional Settings' section shows the 'Service Number' (21492979), 'Visual Type' (Table), and 'Select Queues'. The 'Select Columns' panel shows the 'Incoming calls' and 'Total calls' columns selected.

Please note that the *Column order* button is only shown after you have generated a report.

Customise Rows

The rows in a report are usually queues or agents, but it can be Access numbers, Enquiry registration categories etc. depending on the selected report.

By default in a report, no columns are selected in the configuration, but all columns are included in the report. If the user that generates a report has a resource filter assigned that includes some queues/agents, only those rows will be shown.

If you want to select specific rows to be included in a report, click in the *Select queues/Select agents* field (1) under Report setting to open the 'rows selector'.

The screenshot shows the 'Report Settings' interface. At the top, there's a 'Select Time Period' section with a date picker set to 'Yesterday (30/08/2023)' and a 'Limit Time Range' section with a toggle switch and a 'Time Range' button. Below these are 'Additional Settings' including 'Service Number' (set to 21492979), 'Visual Type' (set to Table), and 'Select Queues' (set to Select). To the right, there's a 'Select Columns' section with various metrics like 'Incoming calls', 'Total calls', 'No. of hung up', etc., and a 'Group by time' section set to '(no grouping)'. The 'rows selector' is open, showing a list of queues/agents. It has a 'Filter' input field (4), a list of items (2), and a list of items with checkboxes (3). The 'Exclude selection' and 'Select all' options are at the bottom of the list. A 'Save' button is at the bottom right.

When the rows selector is opened, you can add rows that should be included by selecting them in part 3, and when done, they will appear in part 1 and 2. You can remove a selected row by unticking it in part 3 or click 'x' in part 2.

At the bottom of part 2 you will see "Exclude selection" and "Select all". If you have written something in the *Filter*, *Select all* will change to *Select all filtered*.

There is really no need to select all rows (queues or agents) and save. If you want to see all rows in the report, you should not select any rows. The reason is that if you add a new queue or a new agent, this new queue/agent row will not be included in the report unless it's specified in this configuration, or unless you have not specified any rows!

If you want to include all rows except a few, please tick *Exclude selection* and select the few you want to exclude.

Limit time range

If your report is for several days or weeks, you can select to include only parts of the different weekdays (e.g. only 1100-1200 or the opening hours) in the report. Tick *Limit time range* and then click on the *Time range* button to define intervals per weekday to include.

Report Settings

Select Time Period

Yesterday (30/08/2023)

Limit Time Range

Time Range

Show Settings

View Report

Report

Time Range

All days

Specify days

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

From

To

00:00

24:00

00:00

24:00

00:00

24:00

00:00

24:00

00:00

24:00

00:00

24:00

00:00

24:00

00:00

24:00

Cancel

Apply Changes

If you do this, please note the main rule in PCC historical reports is that a call (or chat/email) belongs to the time period where the call ended, which means that a call arriving in the IVR e.g. at 16:58 and ending 17:21 (after some time in queue and agent speak time) is reported in the time interval 17:15-1730!

Since calls arriving outside your opening hours will not be sent to queues or agents, it's not very useful to limit time range for queue and agent reports.

If you limit time range for Details per queue, you will not see callers that called you when you were closed!

If you want to generate a monthly or weekly report for the night shift, you can do this by entering e.g. From 23:00 and To 07:00. If the From time (e.g. 23:00) is later than the To time (e.g. 0700), this is interpreted as if the To time is the next day.

Group by time

Some reports have a *Group by time* option, e.g. Details per queue. This might be useful if you generated a report for a day and you want to study the numbers per hour, or if you want to group by Day for a monthly report.

Visual type – chart options

The default visual type is table, but you can select Chart types Bar, Line or Area if you have selected max 4 columns. To improve the readability of a chart, we recommend select 1 or a few rows (e.g. queues).

Report Settings

Select Time Period

< 01/11/2022 00:00 - 31/03/2023 24:00 >

Limit Time Range

Hide Settings

View Report

Additional Settings

Service Number

Q 21492979

Visual Type

Q Bar

Select Queues

Q Sales Support Switchboard

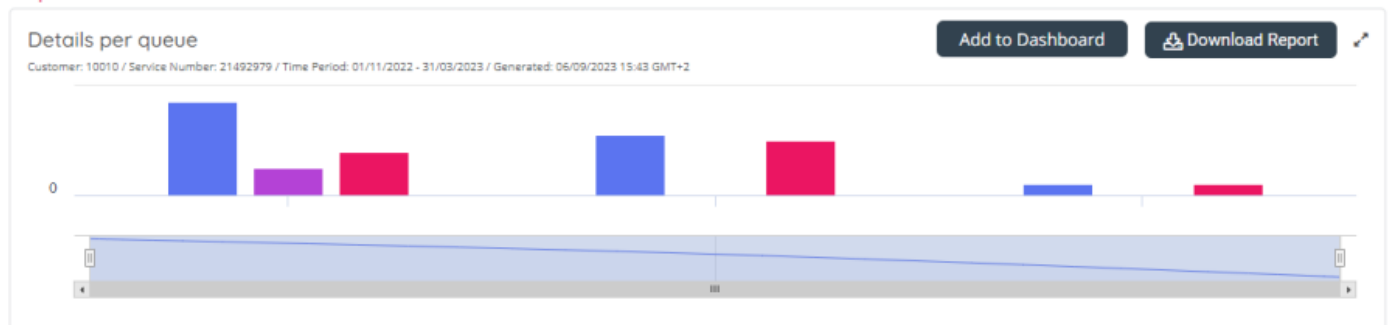
Select Columns

Q Total calls No. of hung up Answered incl. call-backs

Group by time

Q (no grouping)

Report



You can download a generated chart to file (pdf, png, jpg or svg), or select *Add to Dashboard*

Please note that if you save a **chart** as a custom report and then include this custom report in a **Report subscription**, the email sent with the report will not contain a file with a chart, but a table with the data.