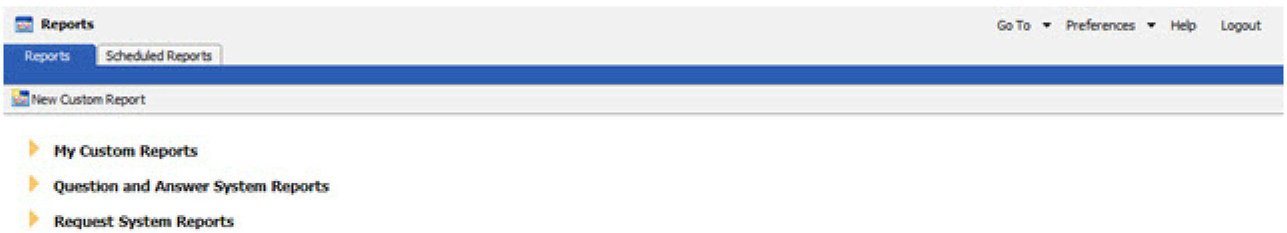
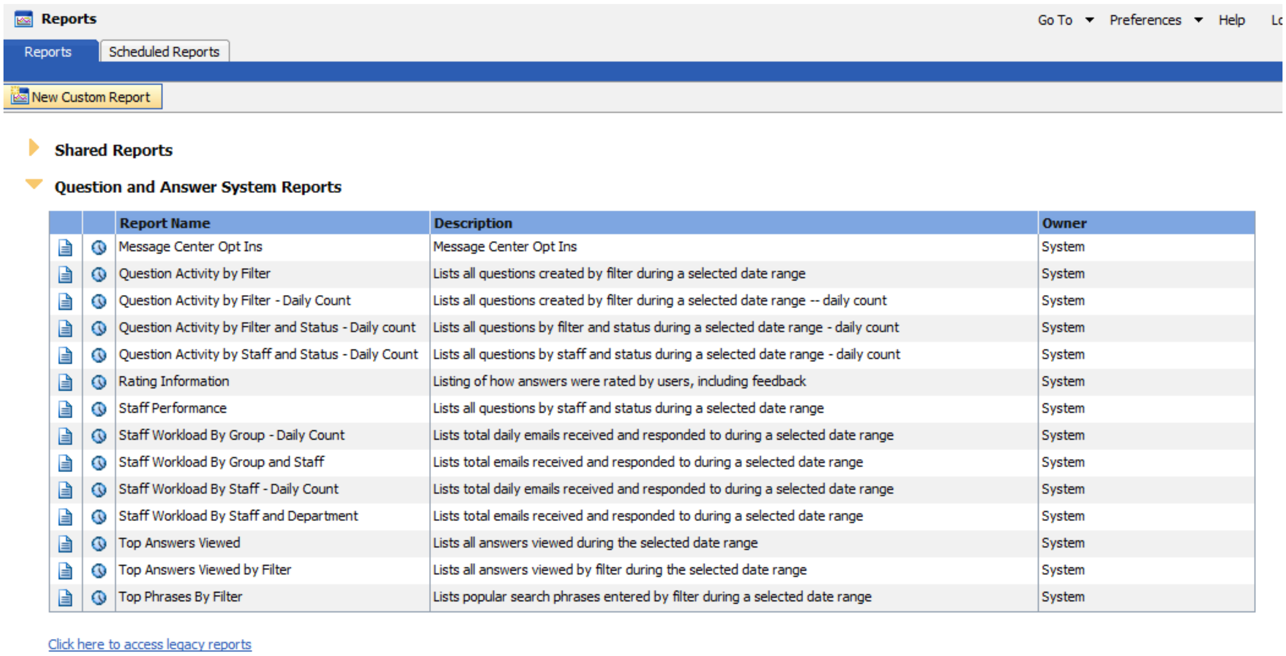
Reports

The GovQA Administration Tool provides a powerful interface for viewing information about your GovQA site. Clicking the “Reports” menu accesses this Reports module. You can get there by clicking on Go To > Reports



Question and Answer System Reports

To generate a report, select the next to the corresponding repot you would like to generate. Then, you will choose your selection criteria. For each system report the selection criteria will be different. Please see the list below to view the information on each Question and Answer System Report.



Report Name	Description	Owner
Message Center Opt Ins	Message Center Opt Ins	System
Question Activity by Filter	Lists all questions created by filter during a selected date range	System
Question Activity by Filter - Daily Count	Lists all questions created by filter during a selected date range -- daily count	System
Question Activity by Filter and Status - Daily count	Lists all questions by filter and status during a selected date range - daily count	System
Question Activity by Staff and Status - Daily Count	Lists all questions by staff and status during a selected date range - daily count	System
Rating Information	Listing of how answers were rated by users, including feedback	System
Staff Performance	Lists all questions by staff and status during a selected date range	System
Staff Workload By Group - Daily Count	Lists total daily emails received and responded to during a selected date range	System
Staff Workload By Group and Staff	Lists total emails received and responded to during a selected date range	System
Staff Workload By Staff - Daily Count	Lists total daily emails received and responded to during a selected date range	System
Staff Workload By Staff and Department	Lists total emails received and responded to during a selected date range	System
Top Answers Viewed	Lists all answers viewed during the selected date range	System
Top Answers Viewed by Filter	Lists all answers viewed by filter during the selected date range	System
Top Phrases By Filter	Lists popular search phrases entered by filter during a selected date range	System

Click here to access legacy reports

Report	Description	Parameters
Message Center Opt Ins	Message Center Opt Ins	Create Date & Output Style
Question Activity by Filter	Lists all questions created by filter during a selected date range.	Create Date, Group, & Output Style
Question Activity by Filter – Daily Count	Lists all questions create by filter during a selected date range. –daily count	Create Date, Filter A, Group, & Output Style
Question Activity by Filter and Status – Daily Count	List all questions by filter and status during a selected date range. –daily count	Create Date, Assigned Staff, Filter A, and Output Style
Question Activity by Staff and Status – Daily Count	Lists all questions by staff and status during a selected date range. –daily count	Create Date, Assigned Staff, Filter A, & Output Style
Rating Information	Listing of how answers were rated by	Create Date, Group,

	users, including feedback.	and Output Style
Staff Performance	Lists all questions by staff and status during a selected date range.	Create Date, Assigned Staff, and Output Style
Staff Workload by Group – Daily Count	Lists total daily emails received and responded to during a selected date range. –daily count	Action Date, Group, & Output Style
Staff Workload by Group and Staff	Lists total daily emails received and responded to during a selected date range.	Create Date, Group, & Output Style
Staff Workload by Staff – Daily Count	Lists total daily emails received and responded to during a selected date range. –daily count	Create Date, Assigned Staff, & Output Style
Staff Workload by Staff and Department	Lists total emails received and responded to during a selected date range.	Create Date, Assigned Dept, Assigned Staff, & Output Style
Top Answers Viewed	Lists all answers viewed during the selected date range.	Action Date, Group, & Output Style
Top Answers Viewed by Filter	Lists all answers viewed by filter during the selected date range.	Action Date, Group, & Output Style
Top Phrases by Filter	Lists popular search phrases entered by filter during a selected date range.	Action Date, Group, & Output Style

If you click the link "Click here to access legacy reports" you will see a list of more system reports.

The following chart lists each report and describes the data contained therein.

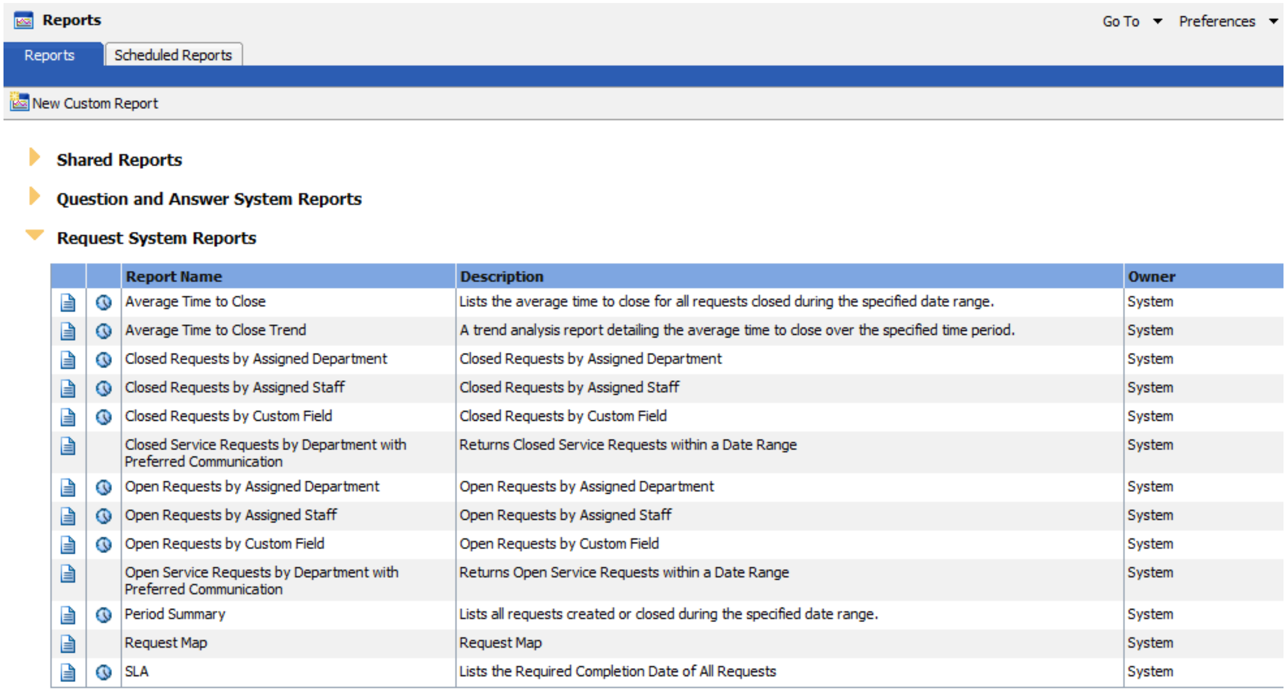
Report	Description	Parameters
Issue Activity by Date	Shows the issue activity for the last 30 days. Helps you see which issues your customers view most often, including ones which might be good public answers.	State Date, End Date
Keyword Searches	Shows the activity of all keyword searches performed by your customers the last 30 days. Helps you see what most concerns your customers.	State Date, End Date

Expired Issue	This shows all issues that have expired within a certain date range	Start Date, End Date
Issue Staff Status	Displays a summary of issues based on specified staff and status values.	Status, Sort Order
Issue Summary by Date	Provides a complete listing of all issues added by date range.	Start Date, End Date
Staff Performance	Provides a review of how well your staff is answering your customer's questions.	Start Date, End Date
System Usage	Provides overall system activity status.	State Date, End Date
Issue Rating Information	Shows how people have rated the usefulness of specific issues, including their comments.	State Date, End Date

To generate a legacy report, simply click on the title of the report.

Request System Reports

To generate a report, select the  next to the corresponding repot you would like to generate. Then, you will choose your selection criteria. For each system report the selection criteria will be different. Please see the list below to view the information on each Request System Report.



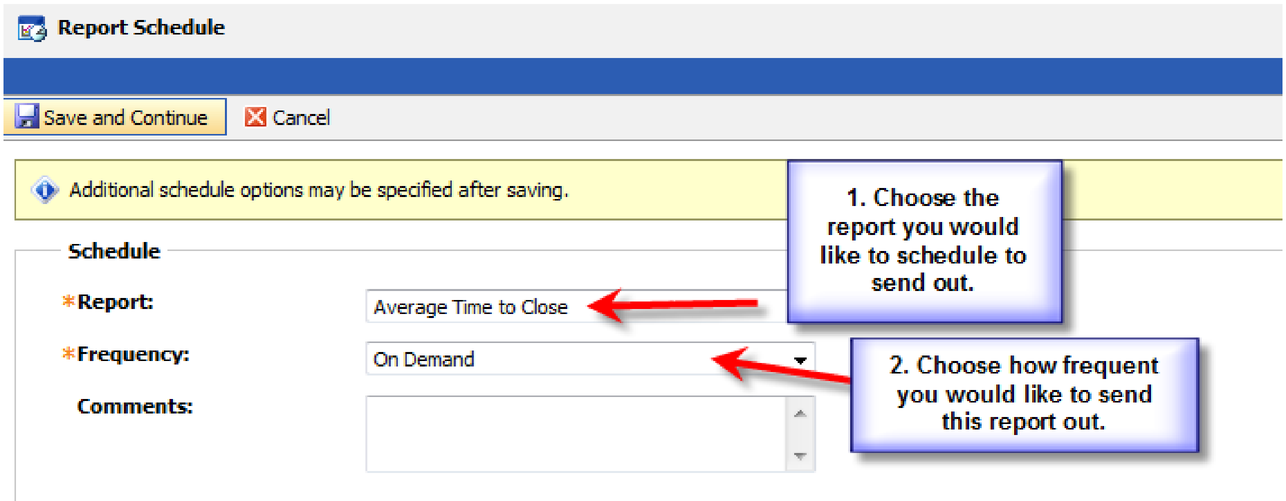
Report Name	Description	Owner
Average Time to Close	Lists the average time to close for all requests closed during the specified date range.	System
Average Time to Close Trend	A trend analysis report detailing the average time to close over the specified time period.	System
Closed Requests by Assigned Department	Closed Requests by Assigned Department	System
Closed Requests by Assigned Staff	Closed Requests by Assigned Staff	System
Closed Requests by Custom Field	Closed Requests by Custom Field	System
Closed Service Requests by Department with Preferred Communication	Returns Closed Service Requests within a Date Range	System
Open Requests by Assigned Department	Open Requests by Assigned Department	System
Open Requests by Assigned Staff	Open Requests by Assigned Staff	System
Open Requests by Custom Field	Open Requests by Custom Field	System
Open Service Requests by Department with Preferred Communication	Returns Open Service Requests within a Date Range	System
Period Summary	Lists all requests created or closed during the specified date range.	System
Request Map	Request Map	System
SLA	Lists the Required Completion Date of All Requests	System

Report	Description	Parameters
Average Time to Close	Lists the average time to close for all requests closed during the specified date range.	Create Date, Request Type, Charting, & Output Style
Average Time to Close Trend	A trend analysis report detailing the average time to close over the specified time period.	Start Date, Timeframe, Request Type, & Output Style
Closed Requests by Assigned Department	Closed Requests by Assigned Department.	Close Date, Request Type, Assigned Department, & Output Style
Closed Request by Assigned Staff	Closed Requests by Assigned Staff.	Close Date, Request Type, Assigned Department, & Output Style
Closed Requests by Custom Field	Closed Requests by Custom Field.	Close Date, Field Name, Value, & Output Style

Closed Service Requests by Department with Preferred Communication	Return Closed Service Requests within a Date Range.	Start Date, End Date, & Assigned Department
Open Requests by Assigned Department	Open Requests by Assigned Department.	Create Date, Request Type, Assigned Dept, & Output Style
Open Requests by Assigned Staff	Open Requests by Assigned Staff.	Create Date, Request Type, Assigned Dept, & Output Style
Open Requests by Custom Field	Open Requests by Custom Field	Create Date, Field Name, Value, & Output Style
Open Service Requests by Department with Preferred Communication	Open Service Requests within a Date Range	Start Date, End Date, & Assigned Department
Period Summary	Lists all requests created or closed during the specified date range.	Create Date, Request Type, Charting Detail, & Output Style
Request Map	Request Map	Create Date & Request Type
SLA	Lists the Required Completion Date of All Requests	Required Completion Date, Request Type, Assigned Department, & Output Style

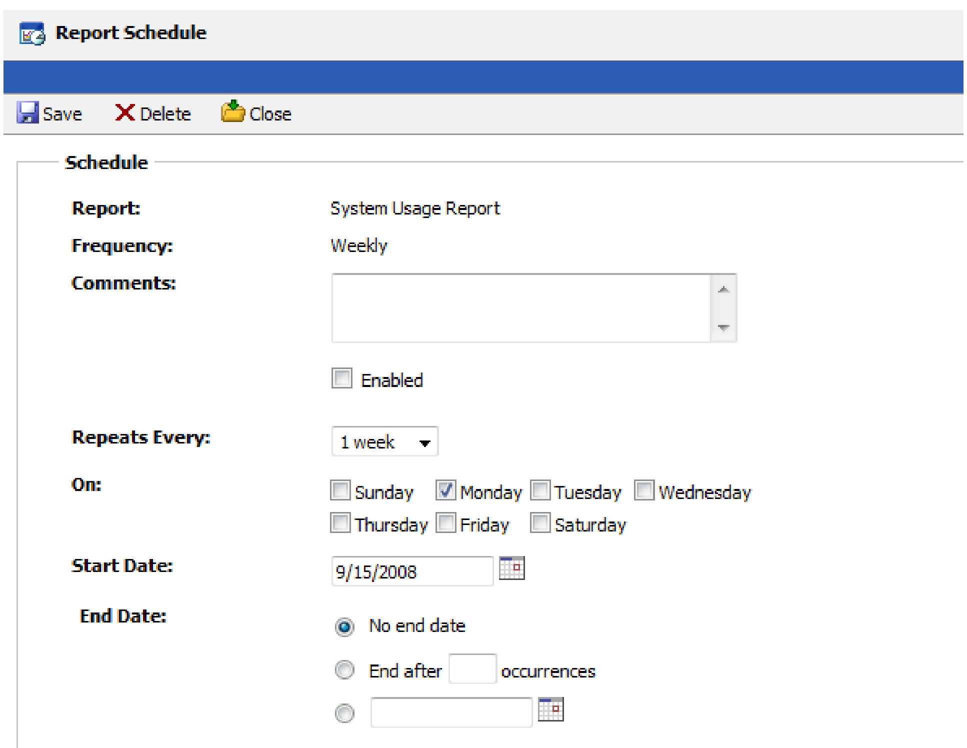
Scheduled Reports

To create a scheduled report for any of the system reports simply click the icon.



Once you have completed 1 and 2 from above. Click the "Save and Continue" button.

Then, fill in the appropriate fields below:



Report: The report you would like to schedule to send out.

Frequency: Choose how frequent you would you like to send this report out.

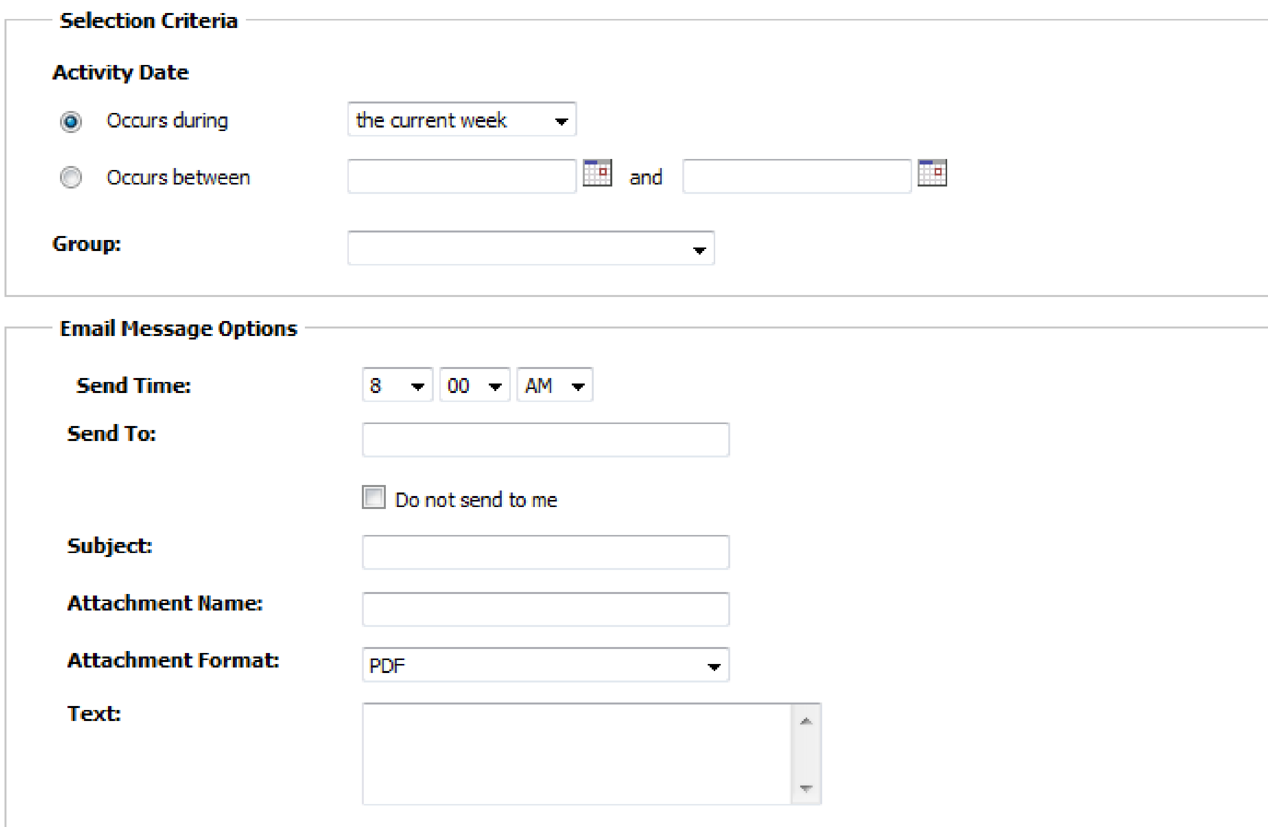
Comments: Any details in regards to this scheduled report to note on.

Repeats Every: Choose how frequent you would like to send this report out (based on weeks).

On: Choose which day you would like the report to be sent out on.

Start Date: Choose the first day you would like the report to send.

End Date: You can choose "No End Date" which means the report will continue to send infinitely, "End after a certain amount of occurrences" which means the report will stop sending after it has been sent a certain amount of times, or you can choose a date that you would like the report to stop sending.



Selection Criteria:

Choose the specific parameters for the selected report.

Email Message Options:

Send Time: Choose the time you would like the report to send.

Send To: Type in the email address you would like to send this report to. If you are sending the report to more than one person separate the email addresses by semi colon.

"Do Not Send To Me" Checkbox: If you don't want this report to send to you as well as the email address above please check this box.

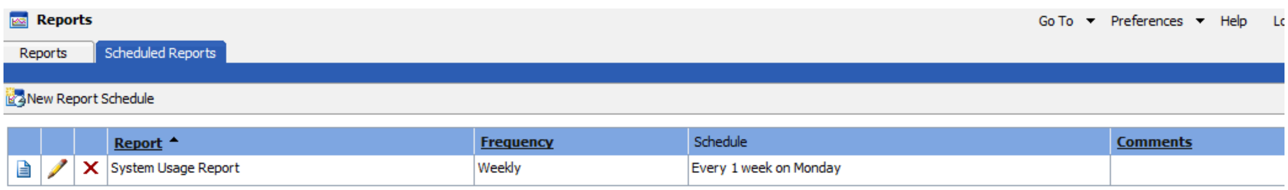
Subject: Type in the Subject of the email.

Attachment Name: The name of the attachment (report) you are sending.

Attachment Format: Please choose how you would like the report to send as: PDF, XLS, RTF, CSV, TXT

Text: Please type in any information you would like to send in the body of the email you are sending with report.

All of the scheduled reports will be listed under the "Scheduled Reports Tab". See below:



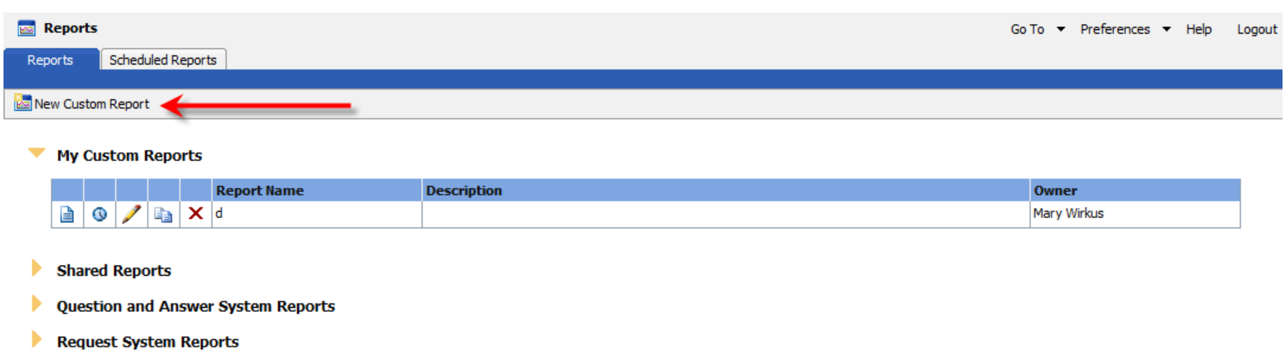
To view the scheduled reports click the  icon.

To edit a scheduled report click the  icon.

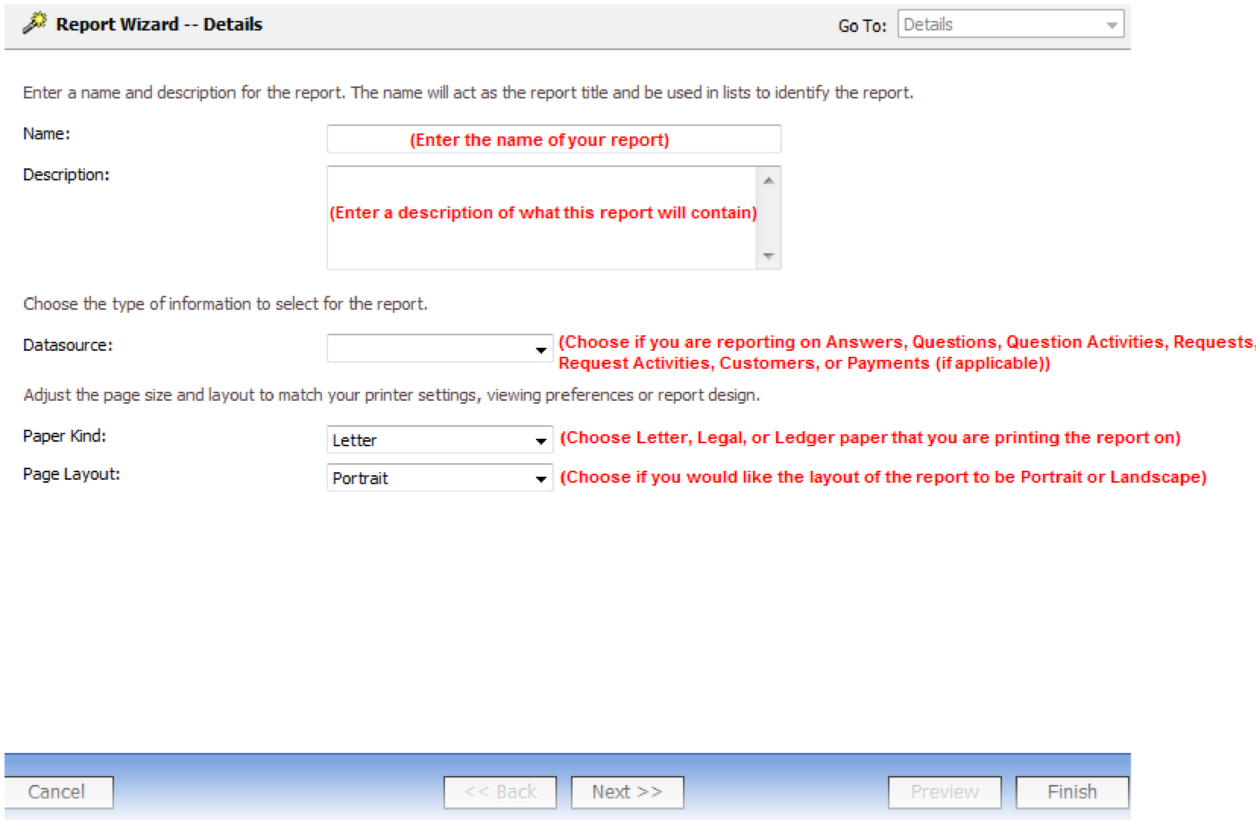
To delete the scheduled report click the  icon.

Custom Reporting

To create your own custom report please choose "New Custom Report".

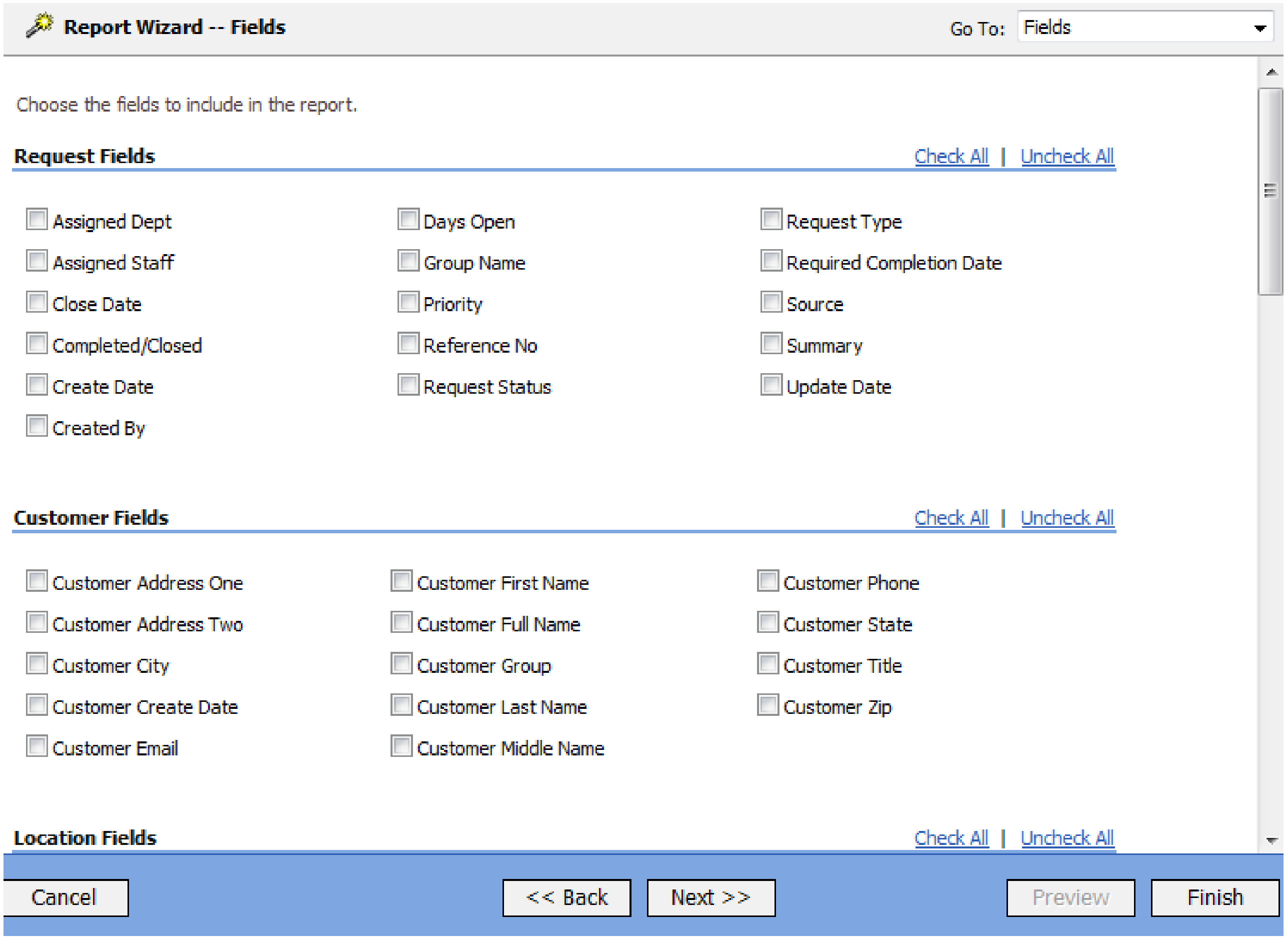


STEP ONE:



Once this is complete, click "Next", based on the "Datasource" that you chose above will affect the upcoming page.

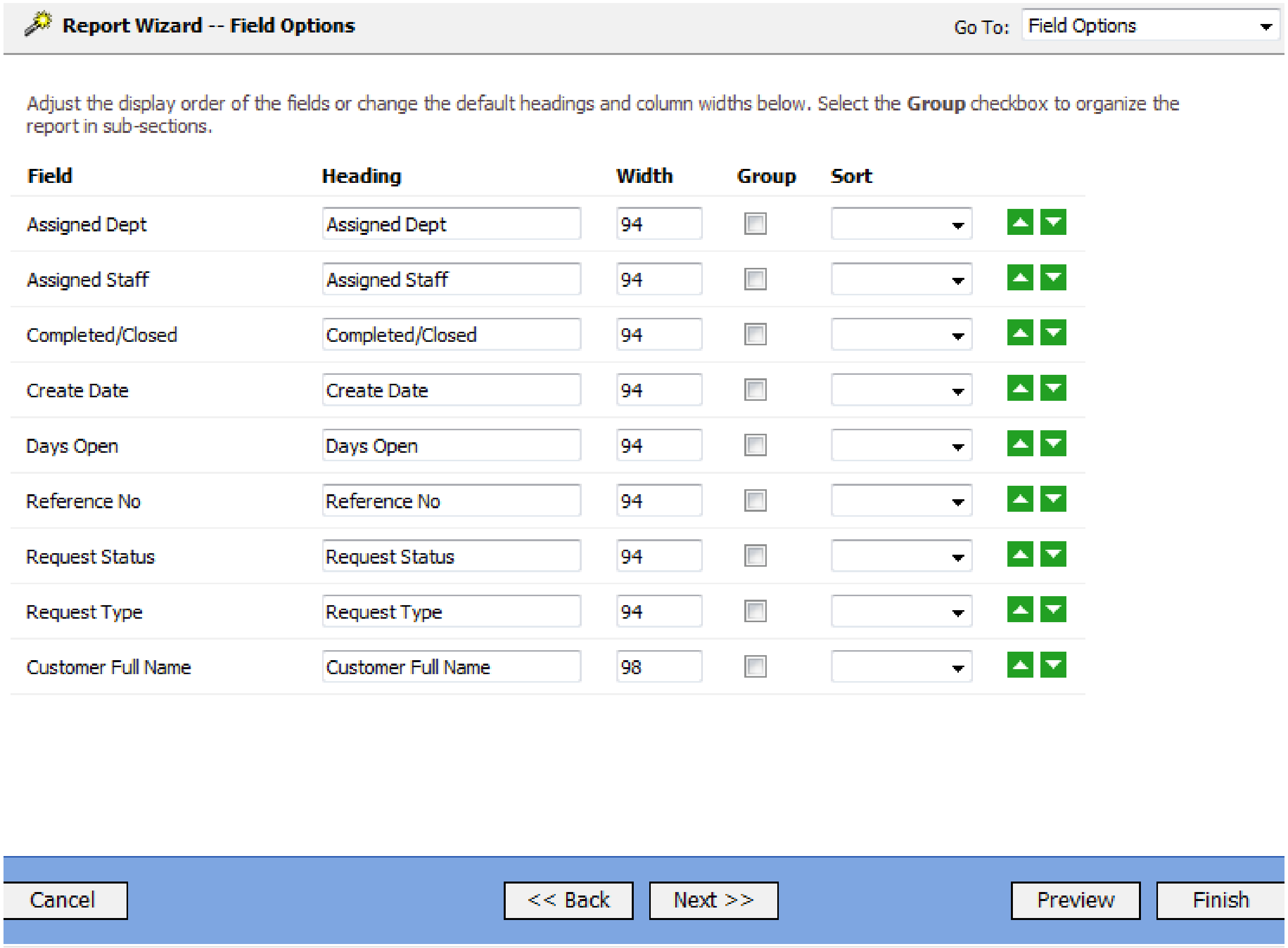
STEP TWO:



Choose the fields that you would like to display on your report. These fields are grouped by System Information (Request Fields), Customer Information (Customer Fields), Property/Location Information (Location Fields), and any additional Custom Fields you created for more information (Custom Fields).

Once you have chosen the fields that you would like to be displayed on your report click the "Next" button.

STEP THREE:


Report Wizard -- Field Options   Go To: Field Options

Adjust the display order of the fields or change the default headings and column widths below. Select the **Group** checkbox to organize the report in sub-sections.

Field	Heading	Width	Group	Sort
Assigned Dept	Assigned Dept	94		
Assigned Staff	Assigned Staff	94		
Completed/Closed	Completed/Closed	94		
Create Date	Create Date	94		
Days Open	Days Open	94		
Reference No	Reference No	94		
Request Status	Request Status	94		
Request Type	Request Type	94		
Customer Full Name	Customer Full Name	98		

Cancel   << Back   Next >>   Preview   Finish

The fields you chose from Step Two will carry over on this screen to configure them in Step Three.

Field: This is the name of the field that you chose

Heading: Use the heading to change the name of the Field for your report.

Width: Customize the width of the column for specific fields. i.e. if you have information that is typically a lot you may want to make the width wider.

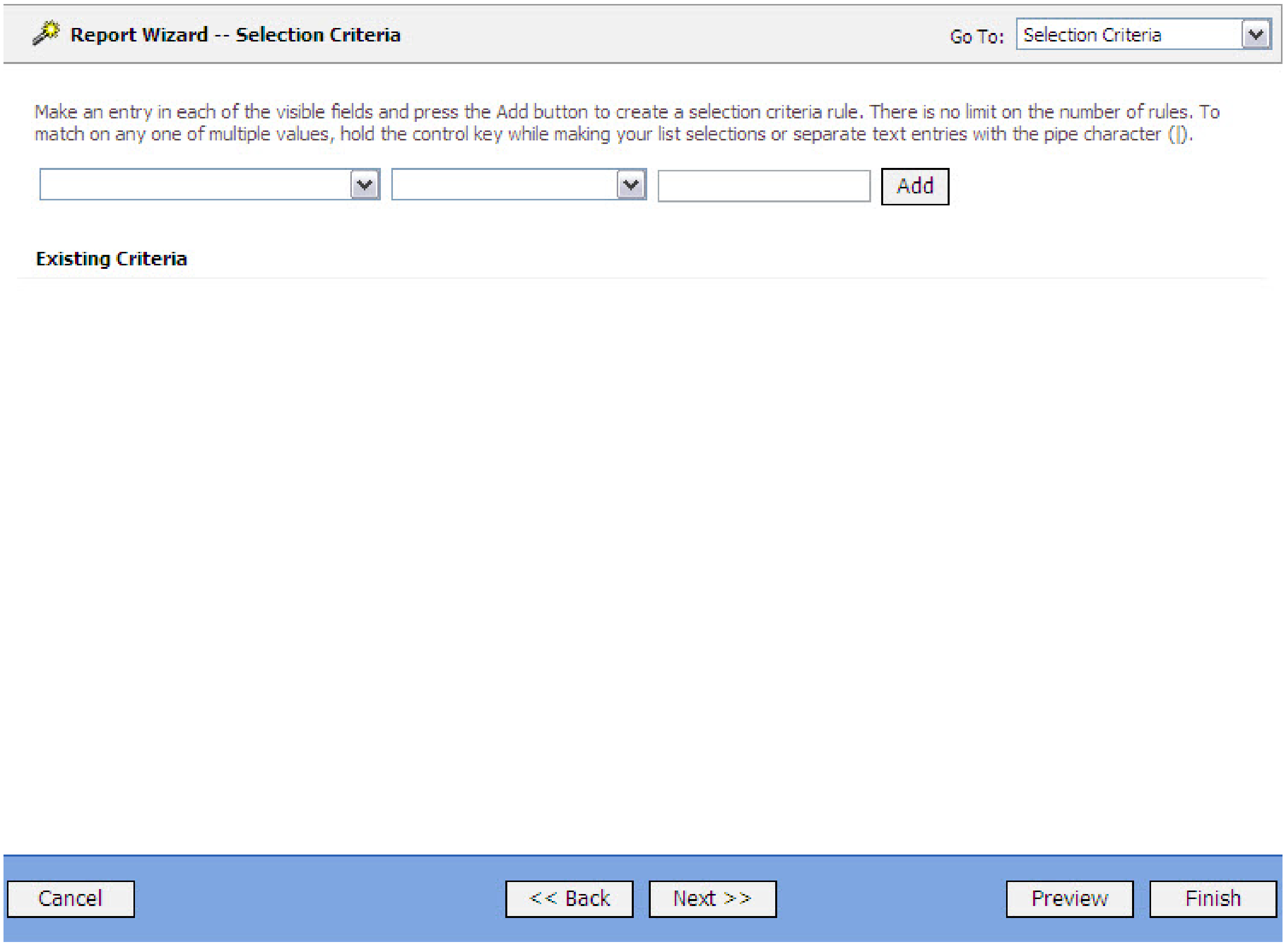
Group: Select the Group checkbox to organize the report in sub-sections.

Sort: Sort the field by ascending, or descending order.

Green Arrows: Select green arrows to adjust the order of the fields to display on your report.

Once you have configured each of the fields that you would like to be displayed on your report, click the “Preview” button to preview the report, or click the “Next” button.

STEP FOUR:



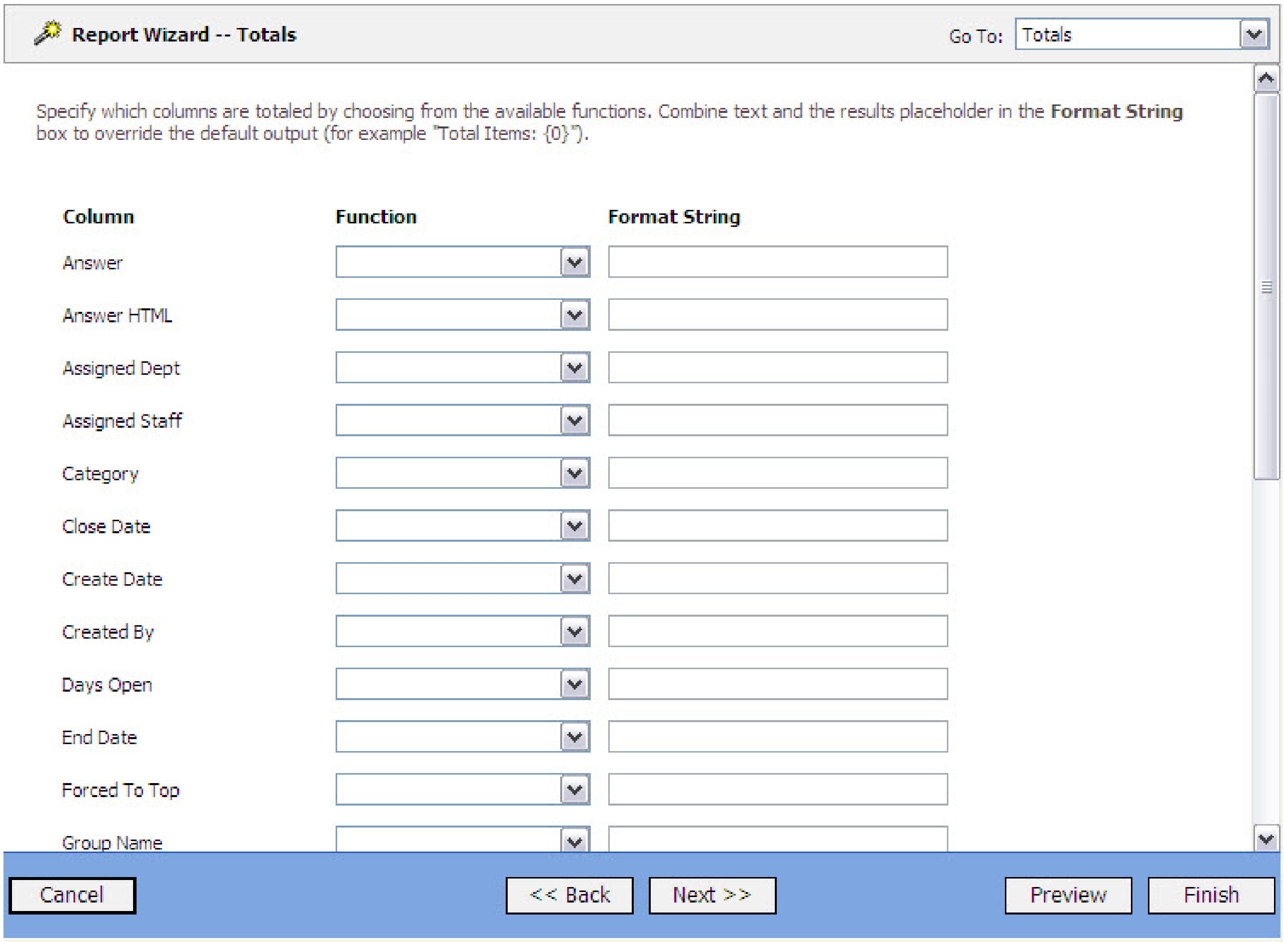
Select the fields from the dropdown list box and enter a value for the fields.

- In order to use the "Or" function hold down the "CTRL" key while selecting from the 3rd drop down menu.

- In order to use the "And" function simply enter the criteria you need one at a time.

Click "Preview" button to preview the report, or click the "Next" button.

STEP FIVE:



Choose the Function from the drop down list box, and then enter a Format String (for example: Total Items: {0}) for each Function and Column.

Sum: This function will add the numbers within the specified field.

Count: This function will count the line items within the specified field.

Average: This function will take an average of the numbers within the specified field.

Maximum: This function will give you the highest number within the specified field.

Minimum: This function will give you the lowest number within the specified field.

Click "Preview" button to preview the report, or click the "Next" button.

STEP SIX:

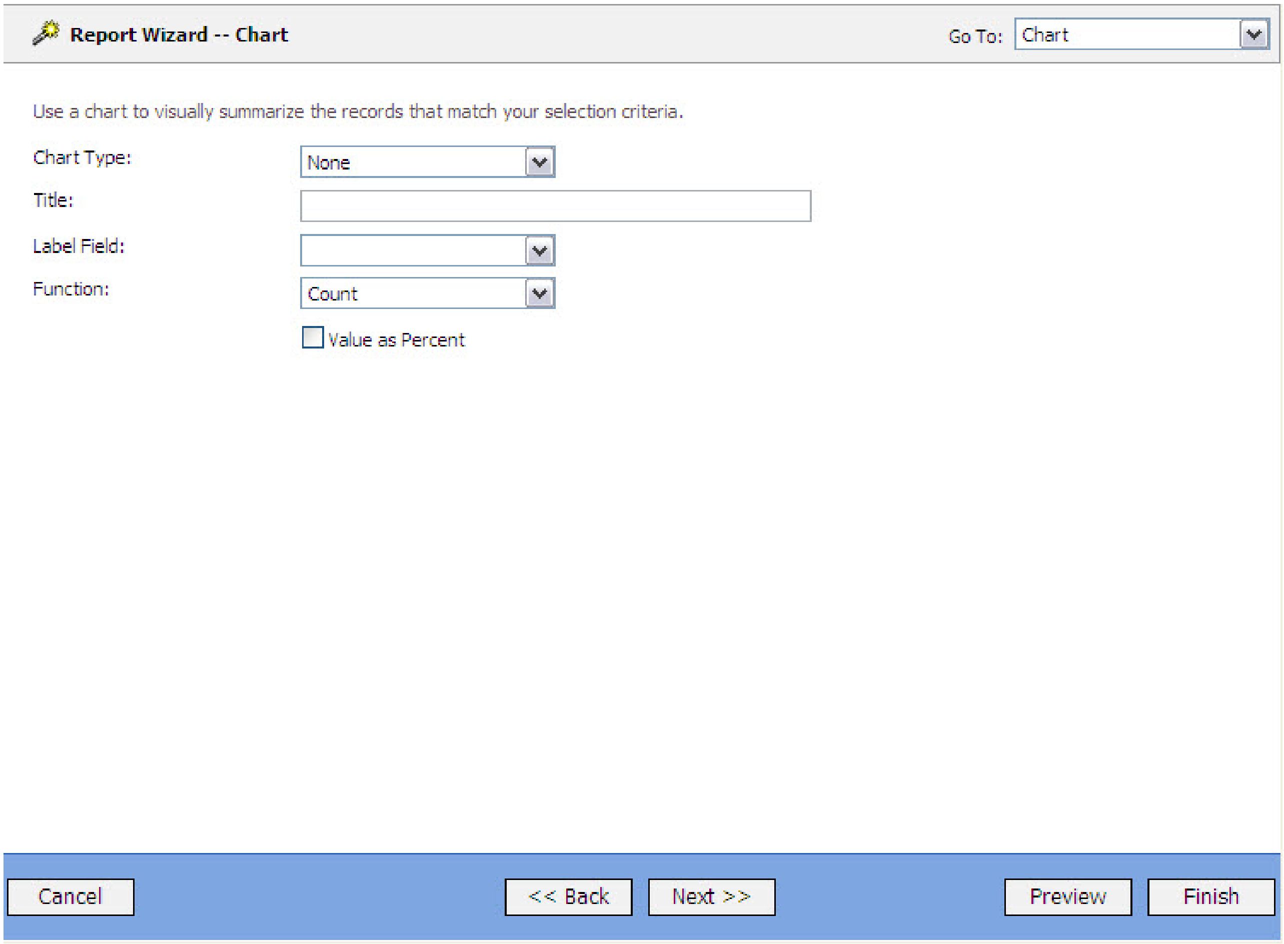


Chart Type: Select the type of chart for display on the report.

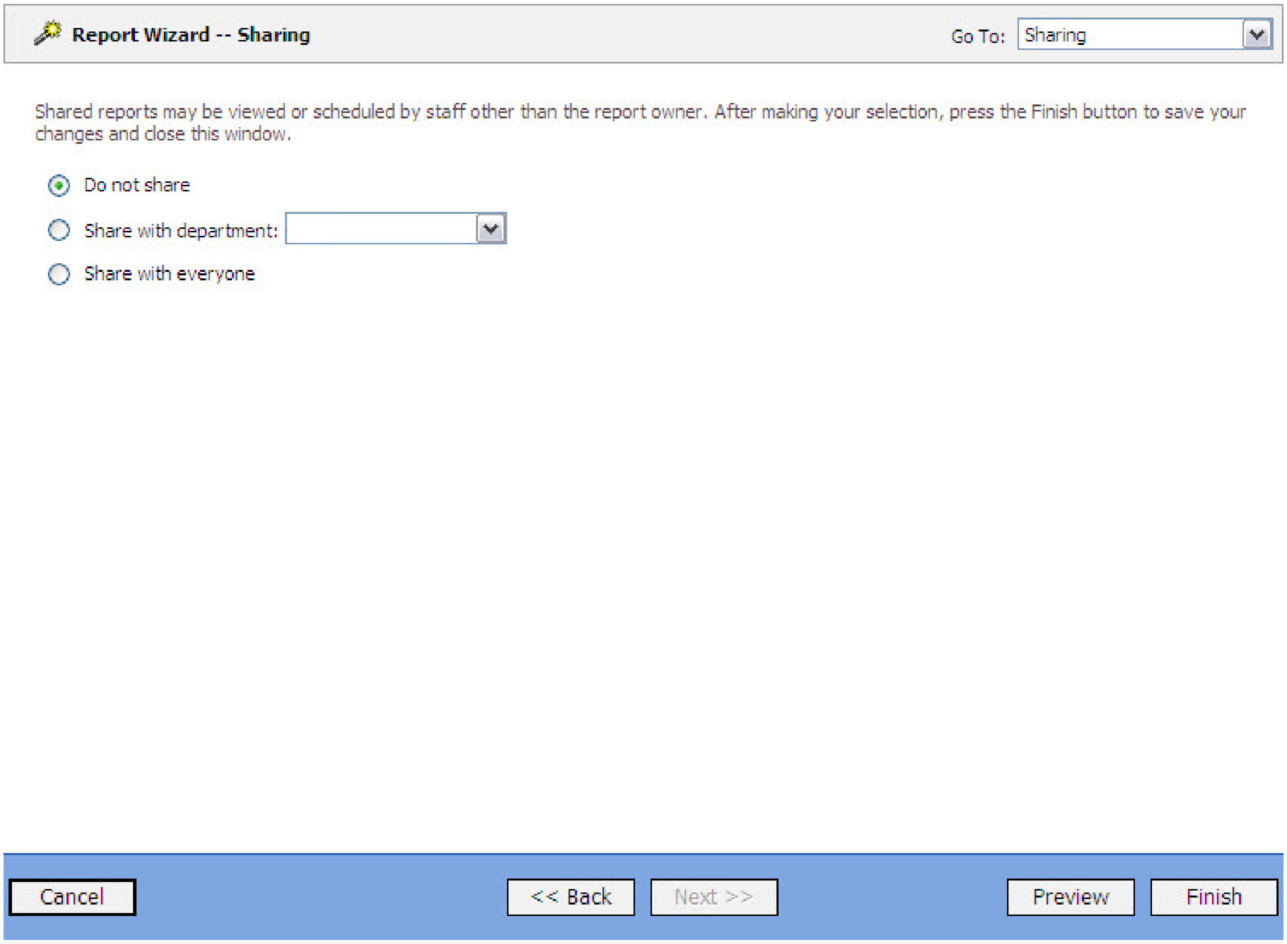
Title: Enter the title, or name for the Chart that will display on your report.

Label Field: Select the Field type from the dropdown list box that you would like to chart on.

Function: Select the Function you would like the chart to display.

Value as Percent: Check the box to have percentages shown on the report.

STEP SEVEN:



Do not share: This report will only be available for you to view.

Share with department: You can specify the department you would like to share this report with in which case, that department will have access to view the report.

Share with everyone: This report will be available for all of the staff members that are listed in the system.

Click "Preview" button to preview the report, or click the "Finish" button.