Eventide®

Communications Division

NexLog *Enhanced Reporting*

User Manual 2.6

Contents

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Revision History

This section summarizes significant changes, corrections, and additions to the document. The history appears in chronological order with the most recent document listed first. Documents are identified by part number and applicable software (SW) version.

This section tracks documentation changes. For a description of new software features and improvements introduced in a particular release, see the product release notes on the Eventide company website.

November 30, 2015

Part Number	SW	Description
141268–01	v2.6.0	Eventide NexLog Enhanced Reporting Manual • Initial Release

Purpose and Applicability

This publication provides information for users of the Enhanced Reporting software option for NexLog™ Recorders with MediaWorks Plus software.

This information applies to NexLog Recorder Software 2.6.0 for the NexLog 740 and NexLog 840 recorders. It may also apply to later versions except when superseded by a more recent publication.

1. Enhanced Reporting Package Overview

1.1. Welcome

Eventide Nexlog Enhanced Reporting Package provides a structured way for organizations to create, run, and view reports to view, analyze, and understand the data stored on the recorder. In order to use the Eventide Enhanced Reporting software, you will need a NexLog recorder running at least NexLog software version 2.6 with an Enhanced Reporting Package add-on license.

1.2. Basic Reporting vs Enhanced Reporting

Eventide Nexlog contains two reporting mechanisms. The Basic Reporting feature is available on all NexLog recorders and provides a mechanism to run simple pre-defined reports inside of a web browser. The Enhanced Reporting feature requires an add-on license key to be installed on the recorder to enable and use.

Unlike Basic Reporting, Enhanced Reporting allows complex custom reports to be designed by the end user. This is done by choosing and configuring Report Templates from provided report components called Report Blocks. Some of these correspond to the reports available in the Basic Reporting feature, while many others are only available in the Enhanced Reporting package. In addition, even when the same building block is available in both, the Enhanced Reporting version will often have additional parameters and configuration options, providing more flexibility and power.

The Enhanced Reporting Package provides many other features not available with Basic Reports. For example, it allows reports to be designed once and then run at a later time, even to be run automatically on a schedule such as nightly or weekly. It also allows reports to be automatically emailed out when they are run. Enhanced Reports can be available not only in HTML format to be viewed in a web browser, but also as PDFs. It is also possible to export the raw data from the reports in Excel format for further customization. Enhanced Reports also provides permissions on a per-report basis, so a user can be given permission to run and/or view specific reports, without being able to see others.

The Enhanced Reporting can utilize the recorder time zone instead of UTC, while the Basic Reporting is always done in UTC. Note that both Basic and Enhanced

Reporting can only runs reports on the data on a single recorder, including records from Centralized Archives, but not including data on other recorders connected with NexLog Access Bridge.

1.3. Enhanced Reporting Package Software Workflow

Using reports is easy with Eventide Enhanced Reporting Package. The most common actions users will perform will be viewing completed reports, running new reports, creating/modifying report templates, and configuring the Enhanced Reporting Package settings. All of these actions can be performed from inside the Enhanced Reporting menu in the NexLog Configuration Manager. In addition, it is possible to view reports from inside the NexLog MediaWorks Plus client.

To understand the Enhanced Reporting Package, the following terminology will be useful:

- **Completed Report**: the output of running a report template. It will be a document containing the various charts and graphs that make up the report. Completed Reports are stored on the NexLog recorder and can be viewed or downloaded at a later time by any user with the necessary permissions to view them. Normally Completed Reports are stored in HTML, PDF, and Excel file formats.

- **Report Template**: what the recorder uses to generate a Completed Report. Templates include what kinds of analyses will be run based on the parameters chosen at run time, such as a date range, or which channels to include. When the report finishes running, the output of the run will be what is known as a Completed Report.

- **Report Block**: Report Templates are constructed from Report Blocks, by dragging and dropping available Report Blocks into the template and configuring the various parameters available for each Block.

- **Report Block Types**: Report Blocks are customized from an underlying smaller set of Report Block Types. Most users don't need to know the distinction and this topic is covered in more depth in the Advanced Report Blocks Information section below.

The Eventide Enhanced Reporting Package software ships with a list of sample report templates that you may find useful. You are free to edit these to adapt them to your needs and to add new Blocks as needed, as described in this manual. The default report templates are explained in detail in chapter 2 of this manual.

When new Report Templates are created you can Export the template and Import it to other NexLog systems configured with an Enhanced Reporting Package License Key, so that you don't have to re-create it from scratch on every system you administrate.

1.3.1. Viewing Completed Reports

Reports that have been run can be reviewed on the Completed Reports page. All completed reports can be seen by users logged into Nexlog Configuration Manager with an account that is a member of the Admin or Report Editor Permission groups. User groups which are assigned permission to view specific reports will be shown the reports they have permission to view on the Completed Reports page. For more information see Chapter 3.1 of this manual.

1.3.2. Running Reports

The Report Templates page provides a list of all available reports which can be run. Select a template, configure the parameters (or use the defaults), and select run report. For more information see chapter 2.4 of this manual.

1.3.3. Creating Report Templates

We include 10 sample reports with the Enhanced Reporting license, but you will likely modify these to create your own. You can duplicate and modify any of the existing report templates, or you can create new ones from scratch. Report Templates are built from Report Blocks. For example, one available Report Block is a graph showing call volume over time. When creating or editing a Report Template, that block could be dragged to a specific location in the report and configured with various parameters such as what kind of graph to show (e.g., line, bar, area, etc.).

In addition to configuring which Report Blocks will be included in the Report Template, their layout, and their configuration, the Report Template is also configured to determine:

- Which users should be able to run the template.

- Which users should be able to view the completed reports created from the template.

- Who, if anyone, should be emailed a copy when the report is run.

- Retention settings for this report (e.g., only store the most recent 10 Completed Reports generated with this report template.)

1.4. Advanced Information about Report Blocks

There are many Types of Report Blocks that ship on the NexLog system. Since each Report Block Type can take many configuration parameters, multiple versions of each Type is included in the default set. For example, one available report block type provides a list of call records with a variety of configurable information about them. One of the default Report Blocks for this report block type lists all calls that are protected, while another Report Block lists all calls over 15 minutes. The only difference between these two report blocks is how the

various parameters have been configured, and it would be possible to load either into a Report Template and configure it for either purpose (or for many other purposes).

The default Report Blocks are merely provided to show some of the possibilities available with the available report block types. In addition to the defaults which ship with the Enhanced Reporting Package, users can save new copies of the defaults and then edit them to make their own site-specific presets available when creating reports. These presets will then also be available to select and drop into Report Templates when creating or modifying reports, just as the default presets are. The available Report Block Types and the loaded presets for each can be viewed and modified from the NexLog Web Configuration Client under the Report Blocks page.

1.5. Customer Support Information

Eventide is committed to your satisfaction. If, after using this manual, you still have questions about the operation of your Eventide Enhanced Reporting software, contact your Eventide dealer or Eventide Technical Support at support@eventide.com or call (201) 641-1200.

The Eventide web site may have additional information that may be helpful. Go to www.eventide.com.

Release Numbers

You may need to identify the software version and serial number for the following products/components:

- **NexLog Recorder Software:** On the touch screen front panel or with a monitor and mouse attached (while the recorder is running), do the following to display the version information:

    - Select the menu icon on the lower left indicated by an "**e**" icon.

    - Select **Setup**.

    - Select **System**.

    - Select the sub menu **System Info**.

    - The Recorder Serial Number and Current Firmware Version should be displayed.

Alternatively, you can get the version and serial number remotely via the web-based NexLog Configuration Manager software:

    - Navigate to the recorder's IP address (example: http://192.168.2.100), and Login. Note that the default logon credentials for the recorder (before they are changed by the administrator) are User Name: Eventide / Password: 12345.

- In the NexLog Configuration Manager's navigation menu on the left, select the **System** menu.

- In the sub navigation menu select **System Info**.

The Recorder Serial Number and Current Firmware Version should be displayed.

2. *Report Templates*

All the report templates are stored on the Report Templates page.

2.1. Default Report Templates

Eventide Enhanced Reporting Package includes a collection of sample Report Templates that cover ten scenarios you may want reports about. Whether or not these defaults meet your needs, looking at how they are constructed will aid in your understanding of how enhanced reports are constructed. You are free to customize the sample report templates to fit your needs, or to create your own report templates from scratch.

Note that the sample report templates are designed to work on any NexLog recorder without requiring any specific configuration. Therefore many of the reports must report on the calls on the recorder as a whole, or at most, split up per call type. Much better results can be attained, and much more complex reporting can be accomplished by tailoring the report templates to the specific types of data being recorded. For example, you can create Channel Groups for different departments or agencies, or Agent Groups for different shifts and then create reports that aware of these, that graph agencies against each other, or report only on one or the other. It is also possible to define Geographic areas on a map and report only on specific areas, or graph areas against each other. With a fuller understanding of what the data on the recorder represents it is able to create much more powerful report templates then the more 'generic reporting available with the samples, which have been created without site specific knowledge. Therefore it is best to treat the sample reports as examples, and use them to create your own more site specific report templates that fit your own needs more closely.

There are 10 sample report templates. They are:

2.1.1. Sample 1: Daily Recorder Overview Report

For this report, when run, you choose a single day and the relevant channels or channel groups you wish to run the report on from the Parameters on the report template's page. The report will contain tables and charts showing the call counts, most commonly played back channels, 10 most commonly used words in call notes, statistics summary on call count and call duration and agent login

summary for all call types by default for the day. By default it will run for 'yesterday', the day before the day the report is run on.

As with all reports, you can choose to have the results of this report emailed to an address entered at the bottom of the parameters section.

2.1.2. Sample 2: Daily Call Activity Summary Report

The report will contain a bar chart showing the 5 hours of the day with the busiest call activity, and stacked chart showing call volume by hour of the day. The report will also contain a table and chart of call count with total and average durations per channel. In addition, you will see a line chart of "Total Recorder Busy Channels over Time" showing max, min and average call count at each hour of the day. Another bar chart will show how many very short or very long recordings were recorded. By default, this report is run on call data from the previous day.

2.1.3. Sample 3: Monthly Call Activity Summary Report

For this report you choose a specific month. It will contain a bar chart of call volume by type by each day of the month, showing hour of the day with max call count. There is also a chart of call counts by media type and by channel as well as call count by location in a grid.

2.1.4. Sample 4: Weekly Evaluations Report

This report shows detailed evaluations data in a table for the last week. This report also includes a line graph with evaluations scores performance over time by agent, as well as number of completed evaluations per agent, agent skills score trends which shows scores broken out by individual skills, to highlight areas that are in need of improvement, evaluations analysis-per agent, per questions and overall. This report is only useful for a recorder which also has the Quality Factor feature installed and is being used to evaluate calls. Note that the reporting package defines a week as starting on Sunday and ending on Saturday.

2.1.5. Sample 5: Daily Agent Statistics Report

This report shows the daily agent activity summary. It includes call counts by agent, bar chart showing recording counts by hour and agent login summary. This report is only useful on a reporter which is receiving metadata about which agent is taking each call.

2.1.6. Sample 6: Monthly Recorder Administration Report

This report shows recorder alerts and alarms, any recorder configuration change details for the last month. It also graphs the total number of records in the database by each day as well as the total amount of disk space used by those

calls. It also shows how much data is being archived each day compared to unarchived data. This can help you visualize the progress and state of your Archiving.

2.1.7. Sample 7: Detailed Daily Recording and Playback Audit

This report contains several tables showing call activity during the day on selected channels. You will see the tables showing call activity with call counts, total and average duration by channel, detailed recording activity by channel, detailed information on calls played back, calls with text conversation if there are any, and a map showing calls data as hotspots where more of your calls are coming from (assuming there is location data associated with the calls.)

2.1.8. Sample 8: Monthly Incidents Report

This report will show summary on incidents created for the last month with incident owner, call count, creation time, channel name, start time, duration, caller id, DTMF, and playback. Other columns may be added if needed.

2.1.9. Sample 9: Present Day Overview Report

This report shows activity for the current day: from the start of the day to the time, report is run. This report shows total number of calls, average and total duration, total data recorded as well as evaluations scheduled, completed and in progress. In addition you can see total recorder busy channels by each hour of the day, charts showing most commonly played back channels and call counts by channel, new incidents created and calls with text conversations and detailed information on agent logins for the day.

2.1.10. Sample 10: Past 60 Days Recorder Capacity Statistics
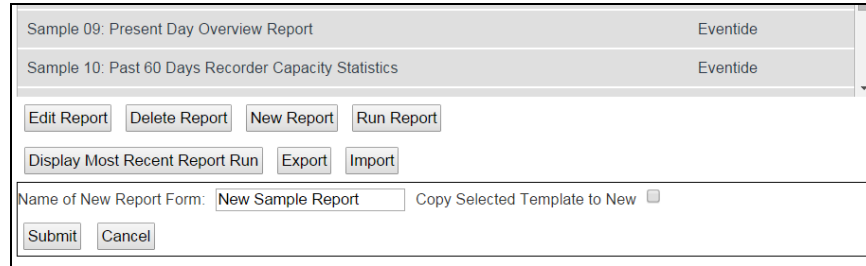
This report shows the channel activity for the last 60 days. This includes charts showing the 20 busiest hours for this period, recording counts by type by day, and recording counts by hour of the day, as well as line graph showing recorder channels busy by each day.

2.2. Creating New Report Template

If you wish to create a new report, you can do so by clicking 'New Report' button on the Report Templates page.
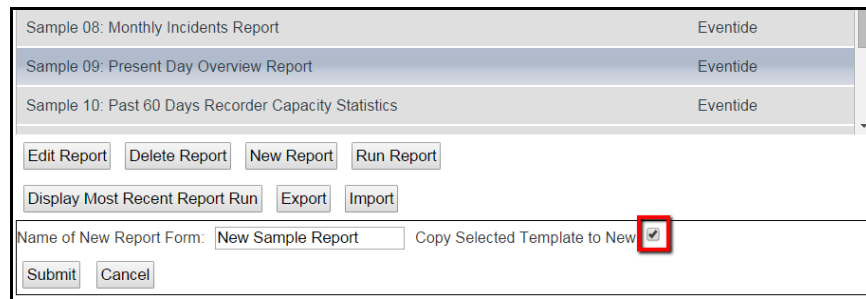
Figure 1—New Report
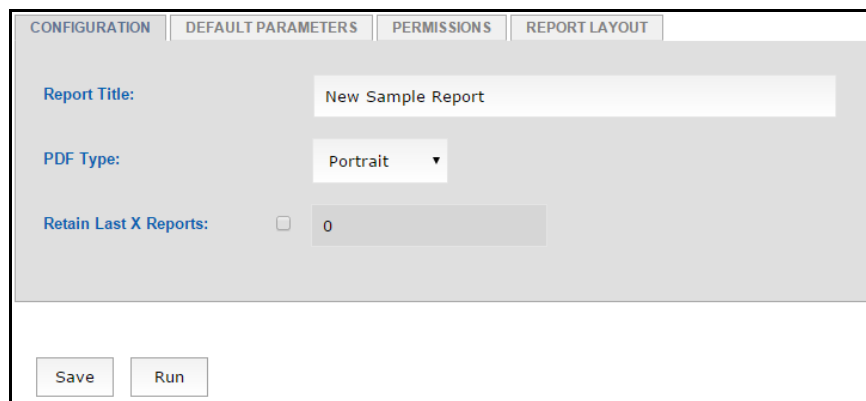
At this step, you can pre-populate the new report template by checking 'Copy Selected Template to New' checkbox, which will copy the configuration of the selected report into your new report so that you can make a variation on the existing report. In the example below we create new report template 'New Sample Report' by copying 'Sample 09: Present Day Overview Report'. After saving this new report with 'Submit' button, you will be redirected to the report configuration page where you will find configuration from the report 'Sample 09: Present Day Overview Report'.

Figure 2—Copy Selected Templates to New

You can also create new blank report and add the configuration you need. Click 'New Report' button, name and submit. In either case after submitting the form, you will be directed to the report configuration page. This page will have four tabs.

Figure 3—New Report Configuration

The first is the 'Report Configuration' tab, which contains settings for the report template. Here you can set the Report Title, as well as configure whether when

run, this report should generate a PDF, and if so whether it should be in Portrait or Landscape orientation. If no PDF is selected then this report will be generated only in HTML and Excel formats. Here you can also set retention for this report by checking 'Retain Last X Reports' and setting how many reports to retain (e.g. if you set this value to 5, then the sixth time you run this report, the oldest will be deleted automatically from the recorder and will no longer be available from the Completed Reports Page). Note that in addition to this per report template retention setting, the NexLog is configured to set aside a certain amount of space for reports. If this space fills up, an error will be generated when a report is run until the amount of space allocated is increased, or some old reports are manually deleted to make room. For more information about recorder retention settings see the main NexLog documentation.

The second tab will include 'Default Parameters'.

Figure 4—Default Parameters

Here you set the parameters the report will default to when run. These parameters will be used if the report is scheduled to run automatically, for example, every night. When the report is run manually from the NexLog Web Configuration Client, these default parameters will be displayed to the user running the report, and they will have the opportunity to override them before running the report. All the reports have 'From Date' and 'To Date' parameters.

Figure 5—Date Selector in Absolute Mode

Figure 6—Date Selector in Relative Mode

Date can be configured as an absolute date selected from the calendar (e.g. 2015-10-13) or relative date (e.g. Start of Day Today, Start of Last Week, Start of Last Month). By default both of them are set to absolute with the current date. Note that when creating a report to be run automatically from a schedule, you will almost always want to use relative dates, otherwise you will just be running the exact same report on the exact same data each time the report is run.

Here you can also select which resources to include calls from in the report by using the Channel Selector.

Figure 7—Channel Selector

There are four modes: Call Types, in which the user selects the call types of the channels to include in the reports, Channel Groups, in which the user selects channel groups available on the recorder to include in the report, Channel Names, in which the user selects the channel names to include in the report. You can also select Incidents as well as Geographic Areas and Agents. Note that to make use of the Channel Groups, Agents, or Geographic Areas selector, you would first need to configure these features on your recorder (eg, create the relevant Channel Groups you would want to use for reporting purposes). Setting the Channel Selector to any of the provided values but selecting no types, defaults to 'all types on the server'. By default Channel Selector is set to Call Types.

Here you can also add email address, to whom the report should be emailed once it is completed. You may also enter a comma delimited list of multiple email addresses and each will be emailed when the report is run. The email may contain a link to the report html on the recorder (which can be accessed after providing login credentials, and/or an attached pdf of the report. The text of the email subject, body, and whether or not there is an attached pdf can be modified in the NexLog Web Configuration Client under Systems -> Configuration Files -> Enhanced Reporting Email Template.

The third tab is the 'Permissions' where you can select user groups who will be allowed to view and/or run this report. This is covered in detail in the next section below.

The last, fourth tab is the 'Report Layout' tab where blocks are added.

Figure 8—Report Layout
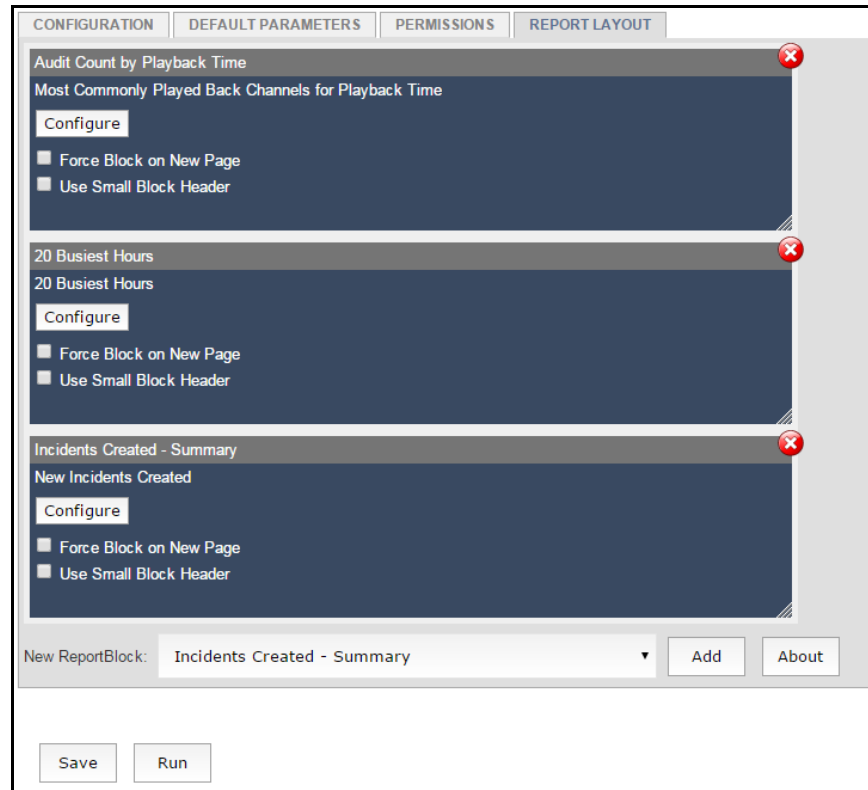
At the bottom of the page there is a selector to choose from a list of Report Blocks on the system and add them to the report. Each block displays the block's name and title. The bold headers display the different block types, and under each header is the list of available presets for this block type. Once a Report Block is selected, you may add it to the Report Template by pressing the Add button, or view more information about it by pressing the About button.

Once a Report Block has been added to the report template, it will appear as a blue box in the layout editor. Each block has a Configure button to access the report block's configuration page for any additional modification if needed. Once the block is added to the report, it is configured here.

Edits made to the Report Block inside of the Report Template effect only this particular copy of the report block loaded into this specific report template, and do not affect any other copies of the report block on the system.

Note, that such configurations as dates and channels, set inside the report blocks to other than default ("Use ReportWide Settings") will override dates and channels parameters from the Default Parameters tab. For example, in the Default Parameters you have dates set to today's date, but you have changed dates inside the blocks for yesterday's date. In this case the report will run for the yesterday's date. Many times, a Report Block's Dates and Channels will be left at the default "Use ReportWide Settings" option, but in some cases you will want a specific Report Block inside a larger report to use different parameters than the report as a whole, for example, a report may contain some information

about a specific group of channels, but then later on contain information about a different group of channels, or have some charts graphing information about a single day, but later on summarizing information about the entire month containing that day.

You can change the order of the blocks by dragging and dropping any of them up or down. There is also an option to resize the blocks by clicking and dragging the lower right corner of the block.

Figure 9—Report Layout with Resized Blocks
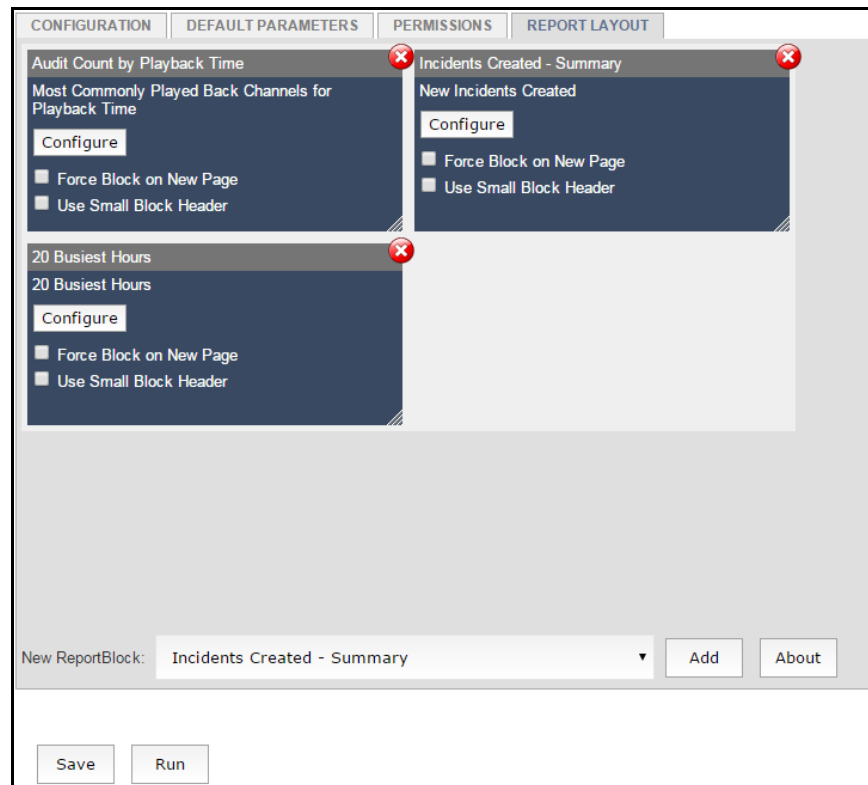
It is possible to place two report blocks side by side horizontally as shown above. Note that this layout will only be reflected in the HTML version of the report. Due to limited horizontal space, in PDF files report blocks will be ordered from left to right. As always, in Excel files, each report block will be on its own excel sheet.

Any block can be deleted with 'X' red button in the upper right corner of each block. There are two other checkboxes available for each report block. The first, 'Force Block on New Page' is relevant to the PDF version of reports. When saved as a PDF, the reporting engine will always make sure to perform a page break before the report block if this box is checked, so that this report block always appears at the start of a page. The second checkbox, "Use Small Block Header", if checked, causes the header for this Report Block to contain only the Report Block Title, and not any additional information about the parameters used in generating the report block.

The Report Template page, under the tabs, has two buttons, 'Save' which saves all the changes that have been made on the page, and 'Run' which runs the report now with the default parameters. This way you can test your edits to the report before saving, make adjustments, and then save. Note that some reports, if configured to look at a large amount of data, may take a long time to run.

By default, only user who are members of the Admin or Report Editor User Groups are allowed to create, edit, and delete report templates. It is also possible by using the normal NexLog permission system, to give all or some of these permissions to other groups, though generally, if you wish a user to be able to modify report templates, you would simply add that user to the Report Editor Group. If a user should merely be able to run or view reports, but not create or modify the report templates, it is beneficial to use the per-template permissions discussed in the next section.

There is no limit to the number of different report templates that may be created. If a template is no longer needed it can be deleted from the Report Templates page. Note that deleting a report template will have no effect on the existence of completed reports that have already been run using that template, if desired, they can be deleted separately on the Completed Reports Page. You will not be able to delete a Report Template that is currently scheduled to be run without first deleting the schedule under Utilities -> Schedules.

2.3. Reports and Permissions

Unless configured otherwise, Reports can be viewed, edited, saved and run only by users with Admin or Report Editor user group permissions. If you want other user groups to be able to run or view specific reports, this can be assigned on the Report Configuration page in the Permissions tab on each report template.

For example, you may want only two user groups to have access to this report, so you click to select only those two user groups you want to share it with.

Figure 10—Permissions

In the example above users with Agents group permissions will be allowed to view only this current report on the Report Templates page and run it. Though these users will not be allowed to edit and save the report, they can modify such parameters as dates, channels and email configuration in the Parameters tab after they clicked 'Run Report' button. No other report will be shown in the list. No other tab will be allowed for preview.

On the other hand, users with Researchers group permissions will be allowed to view Completed Reports Page where all runs of this current report will be listed in a table. Users will be allowed to view HTML file, download PDF and Excel files. Delete will not be allowed to these users. No other tab will be allowed for preview.

To select more than one user group, you may use either Ctrl-Click or Shift-Click.

2.4. Running Reports

The Report Templates page provides a list of all available reports which can be run.

You can run report by selecting report in the list and clicking 'Run Report' button. This will open Default Parameters page where you can modify report's parameters such as dates, channels, and email, if needed. If you make changes to the parameters, your changes will override the defaults for this run only, and will not affect the defaults for the report template. Once you have selected all your parameters, click 'Run' button to start generating the report. When the

report is running, it opens in a new window, and shows 'Initializing Report'. It will refresh every few seconds, showing status, e.g. 'Generating Report: 2 of 10 blocks completed'. A large or complex report may take several minutes or even over an hour to run.

Figure 11—In-progress Report Status

Generating Report: 2 of 10 blocks completed.

Once it completes, the report will open right in the browser window as HTML file and continue generating the PDF if the background; the PDF may not be available immediately. Even if the browser is closed while the report is generating, the report will still complete and can be viewed later in the Completed Reports page.

You can also run the selected report from the Report Configuration page with clicking 'Edit Report' button and then 'Run' button.

There is also an option to view most recent report run by selecting the report template and clicking 'Display Most Recent Report Run' button. This will open a new window with the report in HTML format. This option gives the same result as going to the Completed Reports page and finding the latest report generated from this template and opening it.

2.5. Email Configuration

Report Templates can be configured to send out an email whenever the report is run and is completed with generation. To enable the sending of email for configured reports, first go to Email page under Alerts and Logs and click the 'Enabled' check box on this page. Then you must configure the parameters for the SMTP server you wish the recorder to use in order to send the emails. The recorder does not have to be restarted for the email settings to take effect. For more information about configuring email servers see the main NexLog documentation.

If email is enabled and properly configured and report is configured to send an email, then an email will be emailed out to any email addresses specified in the report parameters. In the email you will (by default) find PDF version of the completed report and a link, following which you can view the report in HTML format after verifying your recorder login credentials. The text of the email subject, body, and whether or not there is an attached pdf can be modified in the NexLog Web Configuration Client under Systems -> Configuration Files -> Enhanced Reporting Email Template.

Note that running the report with 'None' selected for PDF Type on the report Configuration page will generate no PDF file and the report email will include only link to view the report in HTML format.

2.6. Report Export and Import

After creating or modifying a report template, you can export and import it to other Nexlog systems, so that you don't have to re-create it from scratch on every system you administrate. Only users in the Admin or Report Editor Permissions group can use the export and import features. To use a report on another NexLog it is not necessary to first install the same Report Block Presets on that NexLog, as all the block information necessary is stored in the export. It is, however, necessary that the target NexLog have any other resources, such as Channel Groups, Uploaded Images, or Geographic Areas, that are referenced by the report being imported, configured on it.

2.6.1. Export

Figure 12—Export Report
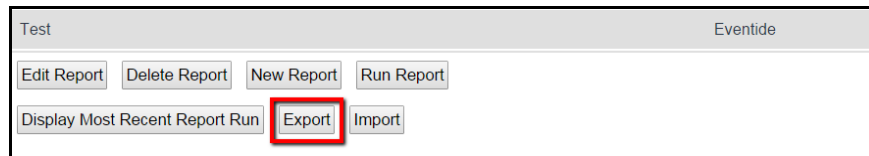
To export the report, select report in the list, then click 'Export' button. The report and its constituent parts (report blocks and its configuration, dates, channels, pdf type, email configuration) will be processed and turned into an .rpt file; the button will change into text that reads 'Export Complete! Click to download form' which you can click to download the file.

2.6.2. Import

Figure 13—Report Import
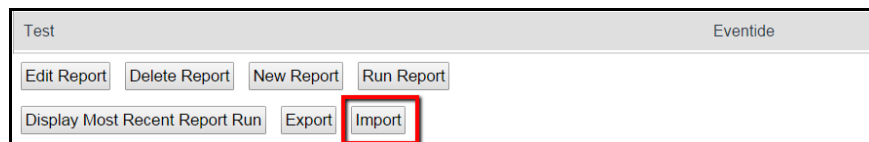
To import a report, click 'Import' button and then click 'Choose File' and select the .rpt file you want to load on to the recorder, then press OK. The report will be imported, unless the same exact report already exists on the recorder, in which case you will be warned that duplicates cannot be imported.

3. Completed Reports

3.1. Viewing Completed Reports

Reports that have been run can be reviewed on the Completed Reports page. All the completed reports can be seen by users logged into Nexlog Configuration Manager with an account that is a member of the Admin or Report Editor Permission groups. User groups which are assigned permission to view specific reports will be shown the reports they have permission to view on the Completed Reports page.

Figure 14—Completed Reports

Date ▲	Report Title	Run By	Status	Actions
2015-11-24 10:00:01	Sample 05: Daily Agent Statistics Report	Scheduled	Completed	◉ ⬇ 🗐 🗑
2015-11-24 10:10:13	Sample 08: Monthly Incidents Report	swalker	Completed	◉ ⬇ 🗐 🗑
2015-11-24 10:11:12	Sample 09: Present Day Overview Rep...	trussell	Completed	◉ ⬇ 🗐 🗑
2015-11-24 11:03:52	Sample 08: Monthly Incidents Report	trussell	Completed	◉ ⬇ 🗐 🗑
2015-11-24 11:30:00	Sample 08: Monthly Incidents Report	Scheduled	Completed	◉ ⬇ 🗐 🗑
2015-11-24 11:35:58	Sample 08: Monthly Incidents Report	trussell	Completed	◉ ⬇ 🗐 🗑
2015-11-24 11:40:00	Sample 08: Monthly Incidents Report	Scheduled	Completed	◉ ⬇ 🗐 🗑
2015-11-24 11:43:22	Sample 08: Monthly Incidents Report	trussell	Completed	◉ ⬇ 🗐 🗑
2015-11-24 11:53:12	Sample 09: Present Day Overview Rep...	trussell	Completed	◉ ⬇ 🗐 🗑
2015-11-24 11:53:53	Sample 08: Monthly Incidents Report	trussell	Completed	◉ ⬇ 🗐 🗑
2015-11-24 12:30:00	Sample 02: Daily Call Activity Summar...	Scheduled	Completed	◉ ⬇ 🗐 🗑
2015-11-24 12:45:00	Sample 05: Daily Agent Statistics Report	Scheduled	Completed	◉ ⬇ 🗐 🗑
2015-11-24 14:50:01	Sample 02: Daily Call Activity Summar...	Scheduled	Completed	◉ ⬇ 🗐 🗑
2015-11-24 14:55:00	Sample 05: Daily Agent Statistics Report	Scheduled	Completed	◉ ⬇ 🗐 🗑
2015-11-24 15:05:45	Sample 02: Daily Call Activity Summar...	Eventide	Completed	◉ ⬇ 🗐 🗑
2015-11-24 15:20:22	Sample 02: Daily Call Activity Summar...	Eventide	Completed	◉ ⬇ 🗐 🗑
2015-11-24 15:33:06	Sample 03: Monthly Call Activity Sum...	Eventide	Completed	◉ ⬇ 🗐 🗑
2015-11-24 16:11:51	Sample 08: Monthly Incidents Report	Eventide	Completed	◉ ⬇ 🗐 🗑
2015-11-24 16:19:50	Sample 07: Detailed Daily Recording a...	Eventide	Completed	◉ ⬇ 🗐 🗑
2015-11-24 16:32:14	Sample 09: Present Day Overview Rep...	Eventide	Completed	◉ ⬇ 🗐 🗑

Type to filter...

The Completed Reports page lists all the completed reports. On top are some column headers. **Date**, which is when the report was run, displayed in the recorder local time; **Report Title**; the user the report was **Run By**; **Status** and **Actions**. Under that is a scrollable table of all report runs. If a report was generated by a schedule instead of manually from a user in the Configuration

Manager, the 'Run by' would just be 'Scheduled'. The Status may be 'Completed', when the report is ready for further actions, 'In Progress', when the report is running right now, 'Generating PDF', when the HTML file is available but the PDF file is still generating, 'Error', when the report was unable to complete and 'Abandoned', when the recorder was rebooted while the report was running. There will be HTML, PDF and Excel file containing the results of the running of a report. Buttons in Actions will allow you to 'View Report', which opens a new page with the selected report in HTML file; to 'Download Report', which downloads the selected report in PDF file; to 'Download Excel Data' which downloads an Excel file of the raw data used to generate the report and to 'Delete' report.

If you want to print a report, select it from the list and Download PDF Report; the selected report will open in a printer friendly format, which you can then print with your browser as you can any web page.

You can sort the reports list by Date, Report Title, Run By and Status.

There is also an option to search across the list by typing the search string into the search field to narrow down which Completed Reports are displayed.

3.2. Deleting a Completed Report

Only Users with Admin or Report Editor permissions are allowed to delete completed reports. On the Completed Reports page in the Actions column users will have an additional 'Delete Report' button displayed as trash can icon. If the report is selected from the list, clicking this icon will prompt to make sure you want to delete this completed report. Clicking OK will then delete it.

Multi-selecting is available with Ctrl + Click or Shift + Click that will allow you to delete all the selected reports once at a time.

Figure 15—Deletion

Date ▾	Report Title	Run By	Status	Actions
2015-11-24 10:11:12	Sample 09: Present ...	trussell	Completed	👁 ⬇ 📄 🗑
2015-11-24 10:10:13	Sample 08: Monthly ...	swalker	Completed	👁 ⬇ 📄 🗑
2015-11-24 10:09:55	Sample 01: Daily Re...	swalker	Completed	👁 ⬇ 📄 🗑
2015-11-24 10:00:01	Sample 05: Daily Ag...	Scheduled	Completed	👁 ⬇ 📄 🗑
2015-11-24 09:00:00	Sample 02: Daily Ca...	Scheduled	Completed	👁 ⬇ 📄 🗑
2015-11-24 08:00:02	Sample 01: Daily Re...	Scheduled	Completed	👁 ⬇ 📄 🗑

4. Report Blocks

Report Blocks are the core of the reporting package: they are the components from which reports are created.

The Eventide Reporting Package includes a list of preset Report Blocks loaded on the system. Each Report Block has configurable parameters. These parameters can be set in the report configuration when adding the block to the report or editing it later. There can be multiple report blocks of the same type, each with a different title and default parameters. When creating reports you may select from the Report Blocks that most closely matches your needs and can then change configuration parameters further. You are free to customize the sample blocks and add additional ones as you see fit.

The normal usage of Report Blocks is to add them to a Report Template, and then configure them inside the report template. It is possible to fully use the Report Blocks without ever going to the Report Block Page in the Web Configuration Manager. The only purpose of the Report Blocks page is to be able to explore what presets are available, and if you wish to modify existing, or create new Report Block presets for use in your Report Templates.

4.1. Report Block Configuration

All Report Blocks can be found on the Report Blocks page. There is a 'Block Name', a 'Block Title' and a 'Block Type' column. There are buttons at the bottom of the page to take actions on the currently selected Report Blocks. The options are 'Edit Report Block' which opens the selected report block for editing and 'Delete Report Block' which deletes selected report block after you confirm you wish to delete it. Note that you cannot delete the last report block of the given type. There is also a 'Copy Report Block' button, which prompts for a 'Name of New Report Block' and copies the configuration of the selected report block to the new report block. Basically it is a 'create new using this one as a template' option. There is a 'Run Report Block' button, which renders the block using data on the recorder for the current day and all call types. This is a way to quickly get an idea of what the report block might look like. There is also a 'Show Documentation' button which opens a new page with a short block description and an image which is another way to understand how the block would look.

Each Report Block, whether configured in the Report Block Page to edit the preset itself, or inside of the Report Template to edit only the copy of the Report Block inside the template, has a configuration page. The exact configuration options available differs for each report block. Each editable parameter will have a question mark next to it. Mouse over this icon for a short description of what the parameter means.

Figure 16—Report Block

The form allows you to narrow the scope of the report based on the report Dates, Channels, Filtering, Fields and Sort Order Selector as well Tables and Charts.

Select By offers to run the report block by Access Time or by Recording Time. The former is based on when the records were played back while the latter is based on when the recordings were made. This is relevant in the above example, as the example report block is reporting on Playback Audits, so each even has two date/times: When the call was recorded, and when it was accessed.

The Date Selector allows you to configure the time range that data must fall into in order to be included in the Report Block. It includes two dates, a From Date which is the earliest date for which data will be included, and a To Date which is the latest date for which data will be included. Any data that falls

between these two dates will be included in the report. There are three modes available for the Date Selector: Use ReportWide Settings, Absolute, and Relative.

- Use ReportWide Settings will use the date setting configured in the Report Template itself that the Report Block is a part of. If you use this setting, and then preview the report block directly from the Report Blocks page, it will default to today's date.

- When Absolute Mode is selected for a date selector, a calendar control will pop up to allow you to select the date. In this mode, the date you enter is an absolute calendar date, for example 2015-10-15. Dates are treated as being in the time zone the recorder is configured for.

- When Relative Mode is selected for a date selector an additional entry field will appear to allow you to select the date. In this mode, the date you select is relative to the current date. For example, for 'From Date' options include Start of Day Today, Start of Day Yesterday, Start of this Week, and Start of This Month. Options for 'To Date' are similar but will all be 'End of Day' rather than 'Start of Day'.

  Note: Enhanced Reports define weeks as starting on Sunday and ending on Saturday.

The Channel Selector determines which resources are included in the report. To use the Channel Selector first you need to select mode. The following modes are available:

- Use ReportWide Settings: this option will use the Channel Selector settings from the parameters of the Report Template that the report block is loaded into. If a report block is previewed directly from the Report Blocks page, it will default to Channel Types mode with all Types selected.

- Call Types: this option provides a list of the Call Types for all calls on the recorder. You can multi-select one or more Call Types to include in the report. Ctrl-Click and Shift-Click will both work for multi-select. If no options are selected, the selection means 'All Call Types'.

- Channel Groups: this option provides a list of the Channel Groups on the recorder. You can multi-select one or more Channel Groups to include in the report. Ctrl-Click and Shift-Click will both work for multi-select. If no options are selected, the selection means 'All Channel Groups'.

- Channel Names: This option provides a list of the Channel Names on the recorder. You can multi-select one or more Channel Names to include in the report. Ctrl-Click and Shift-Click will both work for multi-select. If no options are selected, the selection means 'All Channel Names'.

- Incident: Displays a list of all Incidents that have been created by users of the recorder in MediaWorks Plus and allows you to multi-select one or more to report on. All calls that are members of one or more of the

incidents selected are candidates for inclusion into the report, but they must also pass the other configured filters, such as the Date Selector as well.

- Geographic Areas: Displays a list of Geographic Areas that have been created on this recorder in the NexLog Configuration Client and allows you to multi-select one or more to report on. To use this feature you must first create the Geographic Areas you wish to report on and draw their outlines there.

- Agents: Displays a list of Quality Factor Agents that have been added to the recorder under the Quality Factor Software.

The Fields Selector Control is used on Report Blocks that can display their results in a table. The Field Selector allows you to configure which of the possible columns you wish to display on the table and the order in which they are displayed. The left box shows all the fields that are available to be added to the table, and on the right is the Selected Fields showing which fields will be displayed. The order of the fields in this box determines the order they will be displayed on the table. To add a field to the table, select it in the left box and click the right arrow button. To remove it, select it in the right box and click the left arrow button. To change the ordering, select the field in the right box and click the up or down arrows to move it.

Figure 17—Report Columns
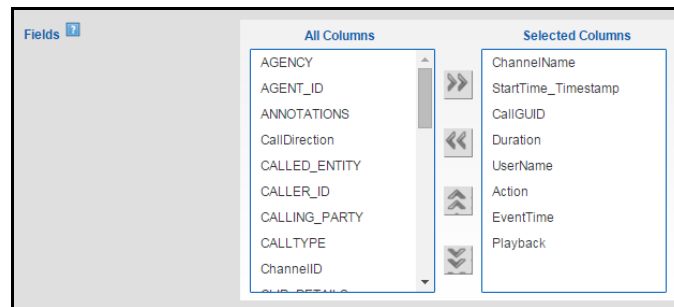
Some Report Blocks will provide an **Additional Filters** option that allows optional selection of additional requirements to be included in the report block.

Many Report blocks provide a **Sort Order** option. In some cases if you select a field to sort on, you must also select it for display in the Field Selector as well. The Ascending/Descending list box allows you to determine whether you wish to sort in forward (ascending) or backwards (descending) order.

Some report blocks provide **Advanced Filtering** options.

Figure 18—Advanced Filtering

Depending on the complexity of the Report Block, between one and four Advanced Filtering selectors will be provided. When one is configured and enabled, it will affect what data is used in generating the report block. Data must match all enabled filters in order to be utilized by the report. Each Filter provides three data entry boxes. The left most box is a select box where you can select what field you wish to filter on. The available options depend on your recorder configuration (such as what metadata fields are configured) as well as the type of report block. You make a selection from this list to enable the filter, or set it to 'UNUSED' to disable the filter. The second list box determines the operation, for example, if '=' is selected, only records where the field configured in the left box is equal to the value configured in the right box will be utilized. Some operations such as the greater or less than operator are only meaningful if the field selected is a numeric field. If the field is text based (non- numeric) and the operator is set to '=' or '!=' (not equal) then wildcards (*) can be used before or after the text in the rightmost box.

For example, if the filter expression is Agent ID = Ag* then any agent id starting with Ag will pass the filter. If the parameter is *Ag* then any agent Id with the text 'Ag' in it anywhere will pass. What values are valid in the right most box depends on what field is selected in the left most box. While the field is free form entry, clues are provided to assist you in making proper selections if the recorder knows what the value should be. It may tell you what type of data to enter or it may tell you can double click on the box to see a list of possible values. These values are taken from the data already in the database. If there are many possible values, it will limit to display the first 100 as examples, but you are not limited to using one of these examples, you can enter anything you would like. The 'IN' operator is special, it works like the '=' operator but rather than taking a single value in the right side box, it takes a comma delimited list. If the selected field for a given record matches any of these it will pass the filter.

Some Report Blocks have a **Run for Each** selector. This allows the block to be configured in one of two modes: COMBINED, or SEPERATE mode. For example a report showing call counts over time might show a line graph with a single line showing the call count over time, or a report block showing a grid would show a single grid with all matching calls in it. However when in SEPERATE mode the same report block would show multiple lines or multiple grids. In SEPERATE mode, the Primary Channel Selector is used not only to filter which records are used to generate the report block, but also how they are grouped. For example, if the Channel Selector is set in Channel Group you would get either a separate

line for each Group showing the call count over time per group, or get a separate Report Block displayed for each group, depending on which type of report block you were configuring.

In every report block you can choose if the table should be included in the report block and if so, whether or not to blank out duplicate cell entries in the table. You can also choose if chart should be included in the report block and if so, what style to use to display it.

Enhanced Reporting Package also offers Evaluation report blocks which will additionally allow you to choose Agents, Evaluators, Evaluations Forms, you wish to run the report on as well as option for date: Evaluation Date and Evaluation's Media Start Date.

Figure 19—Evaluation Reporting

Every Evaluation report offers an option to make Evaluation Form, Evaluator and Agent forms part of the report Default Parameters tab. Once you have added Evaluations report block (e.g. Evaluations Analysis) to the report template and checked 'Make Report Parameter' checkboxes for Agent, Evaluation Form and Evaluator inside the report block, all three fields should appear in the report Default Parameters tab. If you select this option, the per-Report Block configuration setting will be greyed out, and the Report Block will instead obey the report wide selection for this setting.

Figure 20—Default Parameters

4.2. Report Block Dictionary

Eventide Reporting Package ships with a list of predefined Report Block Types. Each Report Block Type comes with one or more presets which can be edited according to the organization needs and used in the report templates. Or they can be used as samples for new report blocks.

4.2.1. Agent Login Detail Block Type

The Agent Login Detail Report Block will display a list of all User Logins to the Recorder during the specified dates. If the User has an Agent associated with it in the Quality Factor -> Agents Web Configuration Page, then the associated agent will also be displayed. The User's Login and Logout times for each login will be displayed, along with the total duration of the login session.

When configuring the report block, you may select which users will be included in the report, or leave the User selection empty for 'all users'. You may also select whether the table should be sorted by User Name, Agent ID, Login Time, or Duration, and whether or not to blank out duplicate cell entries in the table.

Figure 21—Agent Login Detail Block

4.2.2. Agent Login Summary Block Type

The Agent Login Summary Report Block will display a list summarizing all User Logins to the Recorder during the specified dates. If the User has an Agent associated with it in the Quality Factor -> Agents Web Configuration Page, then the associated agent will also be displayed. For each User displayed, the report block will also show the total number of times they logged into the recorder during the report period, as well as the total time they were logged in and the average (mean) duration of their login sessions.

When configuring the report block, you may select which users will be included in the report, or leave the User selection empty for 'all users'. You may also select whether the table should be sorted by User Name, Agent ID, Average Login Time, Total Login Time, or Number of Logins.

Figure 22—Agent Login Summary Block

4.2.3. Alerts Block Type

The Alerts Report Block will display a list of all recorder alerts and alarms that were raised during the configured time period. When configuring the block, it is possible to further filter the types of alerts that are displayed, for example, to only display alerts that match a certain severity level. It is also possible to configure for each alert found, what information to display about it and in what order.

The Alerts Report Block is useful for displaying on a report providing System Status or Diagnostics information about the recorder itself.

The Following Fields are available for display:

- EventTime- The Time and date at which the Alert occured

- AlertCode- The Alert Code of the alert which occured

- DisplayText the Textual description of the alert that occured with all the alert parameters rendered in line.

- Severity- How severe this alertcode is, the possibilities are: INFO, WARNING, ERROR, and SEVERE.

- isAcknowledged Was this alert acknowledged by a user-- note not all alert codes require acknowledgement.

- isResolved Was this alert Resolved. Note not all alert codes require resolution. Some alerts are resolved when the condition that causes them is corrected, while others resolve automatically if the issue has not repeated for a certain amount of time, depending on the alert code

It is also possible to filter the Report Block based on these fields, that is, to only display alerts that match certain additional criteria. For example, if you set the filter to 'Severity IN SEVERE, ERROR', then only alerts of severity type SEVERE or ERROR will be displayed. If you set the filter to 'AlertCode > 9000 ' then only alerts with an alert code greater than 9000 will be displayed.

Figure 23— Alerts Block

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4.2.4. Archive Recording Report Type

The Archive Report Block will display a table and/or chart showing the recorder's archive status for every day in the selected time span. There are three available pieces of archiving information that can be reported on: The total number of call records that exist on the recorder which have not been archived, the total number of kilobytes of data on the recorder that have been archived, and the total number of kilobytes of data on the recorder that are unarchived. This report tracks whether or not data has been archived at all. If you have multiple archive destinations configured, data will be considered archived if it has been written to at least one destination, and unarchived otherwise.

Figure 24—Archive Recording Report Block
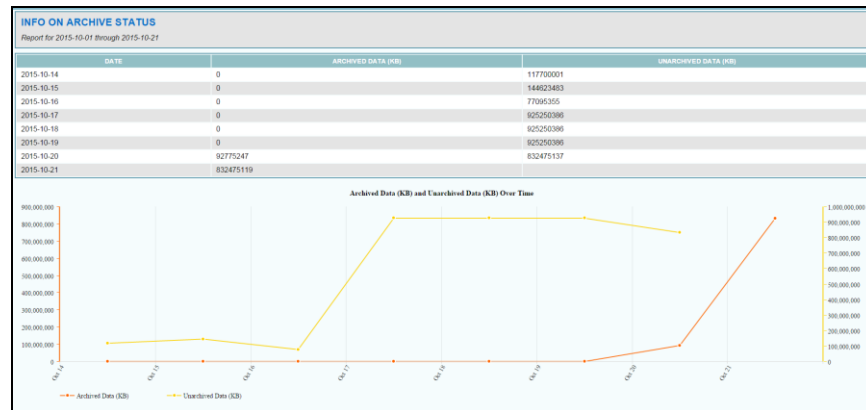
4.2.5. Audit Count Block Type

The Audit Count Report Block will display a table and/or chart showing the number of times media have been accessed on the recorder during the selected date range on the selected resources. The data can be shown as a Pie chart showing what percentage of total accesses a certain subset entails, and/or in table format showing the number of accesses. When configuring the Report Block it is possible to configure the number of rows shown on the table. This option along with the sort order options, allows the report block to be configured to only show a certain number of the most accessed media rather than every single access which could cause the table to become quite large. For example, this can be used to create a "10 most commonly played back calls" report.

The "Group By" option allows you to select how media is put into buckets for reporting. For example if ChannelName is selected the report will show how many media accesses took place for each channel, for example, to be able to see that there were 10 accesses of audio from a particular phone, but only 5 on another phone. You can also group by agent_id to see how many accesses took place for each agent's calls. The CallGUID option gives you a separate table row (and pie chart slice) for every played back call that meets the other criteria. This can be used to see which calls were played back the most.

It is possible to use the filters on this page to further filter media accesses to report only on Exports, CD Burns, Playbacks, or some combination of the three.

Figure 25—Audit Count Block
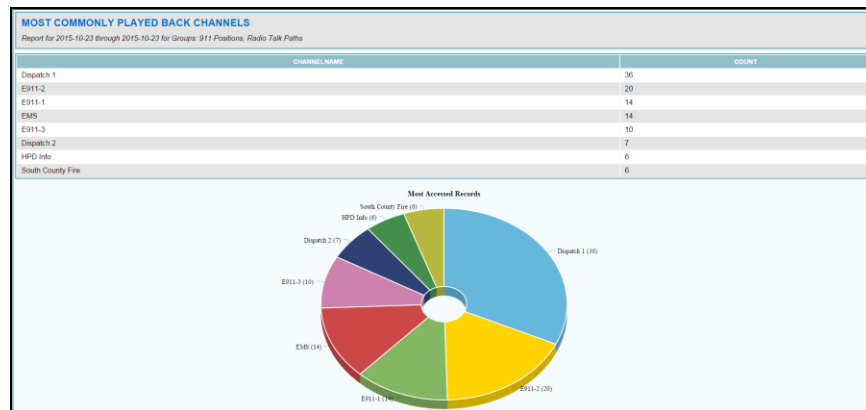
4.2.6. Audit History Block Type

The Audit History Report Block will display a table showing information on all recordings that have been accessed (Played back, Exported, or Burned to CD). A table will be displayed containing one row for each media access event. Which columns are displayed, and in what order, is configurable. It is possible to filter based on access time, in which case only playbacks that occur during the date range selected in the date selector are included in the report. With this configuration, the actual time the record was recorded is not taken into account, only the time it was accessed. Alternatively, it is also possible to filter based on

recording time, showing all accessed calls that were recorded during the date range selected by the date selector, regardless of when those playbacks took place. These two modes roughly correspond to "Show me all Playbacks that happened in this time range" and "Show me all Playbacks of calls that were recorded in this time range.

This report block allows the standard options for filtering, sorting, and selecting what fields are displayed in the table. There is one special field available in the field selector, called 'Playback'. If this field is selected it will display as a playback icon in the table for each row. When this icon is clicked, the report will play back the call record. This allows the viewer of the report to hear the actual audio that the record is referring to, perhaps to better understand why it was played back. The user will have to provide log in credentials to use the playback feature. The playback icon will only function when viewing the html report, it will not function when viewing an Excel or PDF report, and should most likely be left disabled in reports that are intended to be interacted with primarily in these modes.

The filters can be used to further narrow down what call records will be considered for inclusion in the report, for example, it is possible to report only on Playbacks, only on Exports, or only on CD Burns, or any subset of these.

Figure 26—Audit History Block

DETAILED PLAYBACK AUDIT
Report for 2015-10-27 through 2015-10-27 for Groups: 911 Positions, Radio Talk Paths

CHANNELNAME	STARTTIME	EVENTTIME	USERNAME	ACTION	PLAYBACK
Dispatch 1	2015-10-27 10:09:13 AM EDT	2015-10-27 10:12:09-04	jrobinson	Export	▶
	2015-10-27 09:12:33 AM EDT	2015-10-27 09:34:19-04	JohnS	Playback	▶
	2015-10-27 02:02:46 PM EDT	2015-10-27 14:08:23-04	chatack	Playback	▶
	2015-10-27 09:20:51 AM EDT	2015-10-27 09:27:38-04	dtrimmer	Playback	▶
	2015-10-27 09:13:33 AM EDT	2015-10-27 09:28:34-04	JohnS	Playback	▶
	2015-10-27 09:46:17 AM EDT	2015-10-27 14:09:13-04	chatack	Playback	▶
	2015-10-27 09:34:59 AM EDT	2015-10-27 09:38:09-04	trussell	Playback	▶
	2015-10-27 09:34:29 AM EDT	2015-10-27 09:38:09-04	trussell	Playback	▶
	2015-10-27 01:53:57 PM EDT	2015-10-27 14:08:54-04	chatack	Playback	▶
	2015-10-27 09:35:29 AM EDT	2015-10-27 09:38:08-04	trussell	Playback	▶
	2015-10-27 09:26:10 AM EDT	2015-10-27 09:26:42-04	jrobinson	Playback	▶
	2015-10-27 09:19:21 AM EDT	2015-10-27 09:30:09-04	dtrimmer	Playback	▶
	2015-10-27 02:02:46 PM EDT	2015-10-27 14:08:36-04	chatack	Playback	▶
	2015-10-27 09:18:51 AM EDT	2015-10-27 09:32:55-04	dtrimmer	Playback	▶
	2015-10-27 09:13:03 AM EDT	2015-10-27 09:31:33-04	JohnS	Playback	▶
Dispatch 2	2015-10-27 10:09:13 AM EDT	2015-10-27 10:10:58-04	swalker	Create CD	▶
	2015-10-27 10:08:44 AM EDT	2015-10-27 10:10:58-04	swalker	Create CD	▶
	2015-10-27 10:09:43 AM EDT	2015-10-27 10:10:58-04	swalker	Create CD	▶

4.2.7. Busy Channels Block Type

The Busy Channels report block graphs channels activity for the requested time period. The purpose of this report block is to determine the resource utilization over time, for example, to tell points during a time period, when there was particularly high or low utilization. If this report block was run on all recorder channels, it would show a graph displaying how many channels were recording and how many were idle at any given period of time. In addition to reporting on the capacity of the entire recorder, it is useful for reporting on particular Channel Groups. For example, a 911 Call Center could create a Channel Group of all the 911 Trunks, and run this report block on that group, to see how busy the 911 Trunks were at any given time. If at any point the utilization reaches 100%, that would show that all 911 Trunks were busy at that time. This Report Block can also be used to graph multiple Channel Groups on the same graph, for example, to compare utilization over time by department or call type.

Displaying a separate data point showing how many channels were in use, for every second of the day would create a very busy chart that is difficult to read. Therefore, the Report Block configuration provides methods to reduce the complexity of the produced graphs, making them easier to read and see trends and patterns. First, there is an option to Smooth the Data. If turned on, this option will cause the graph to fit a smoother curve to the data rather than graph a line through every point.

Second, the Reduce Data option determines how many "buckets" to split the time range selected into for analysis purposes. By default, this will be set to 'Auto' and the algorithms will decide how much to reduce the data points by based on the selected time range. Otherwise this can be manually set, with higher numbers resulting in more data points, which leads to higher accuracy at the expense of readability.

Third, the 'Summarize' option, if selected, will reduce the number of "buckets" even further and instead of a single line in the graph, will provide a maximum, minimum, and average utilization for each bucket. This provides less exact information but is often easier to view and see trends in the data.

Another option allows for the graph's Y axis to be a percentage of total selected resources rather than an absolute number. Finally, "Show only busiest hours", if selected, will, instead of displaying a graph over time, show a chart of which hours during the selected time period had the highest utilization, and show only those.
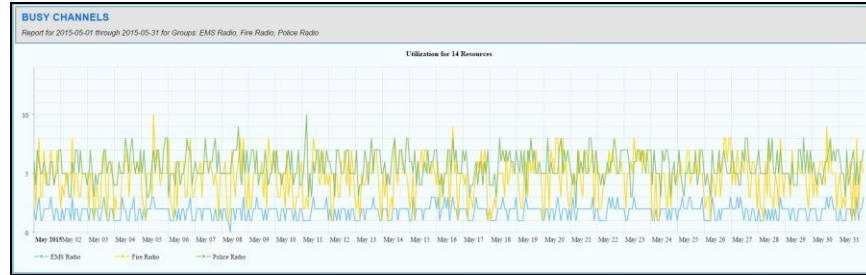
4.2.8. Call Grouping Block Type

The Call Grouping Report Block will display call counts per resource in a table and/or pie chart view. Unlike the Call Summary Report Block the table rows and/or pie slices are bucketed as determined by your selection in the 'Grouping' field.

If you select Channel Name to group on, this report block will generate one table row (and pie slice) per Channel showing the call count for each channel. On the other hand, if you select agent_id, you will see call count per agent. You select which resources you wish to include in the report in the Channel Selector, but regardless the breakdown of this report into table rows (and pie chart slices) is always based on the Grouping field, not the channel selector. The filtering can be used to further limit which calls are considered for the report, for example, you could do call count per Agent but only inclusive of calls over 10 minutes, or only inclusive of calls of type PHONE, etc.

Figure 28—Call Grouping Block
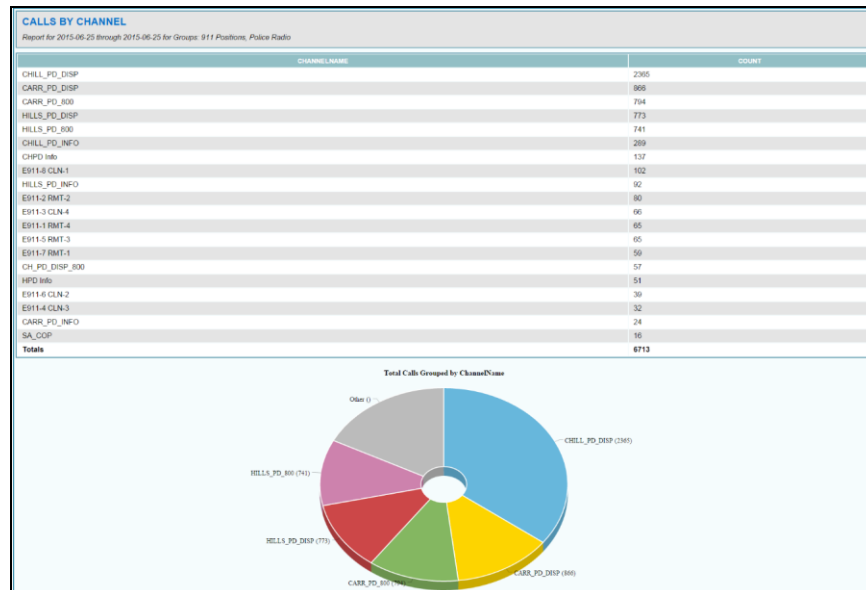
4.2.9. Call Summary Block Type

The Call Summary Report Block will display call counts and other information per channel in a table and pie chart. You select which resources you wish to include in the report in the Channel Selector, but regardless the break down of this report into table rows (and pie chart slices) is always based on Channel Name. This report can be used to compare the total call count, total duration, and average duration per call between channels. The filtering can be used to further limit which calls are considered for the report, for example, you could do call count and duration per call per channel but only inclusive of calls over 10 minutes, or only inclusive of calls of type PHONE, etc.

If you wish to view call counts in buckets determined by the Channel Selector, instead of by Channel Name, use the Call Grouping Report Block instead.

Figure 29—Call Summary Block Type
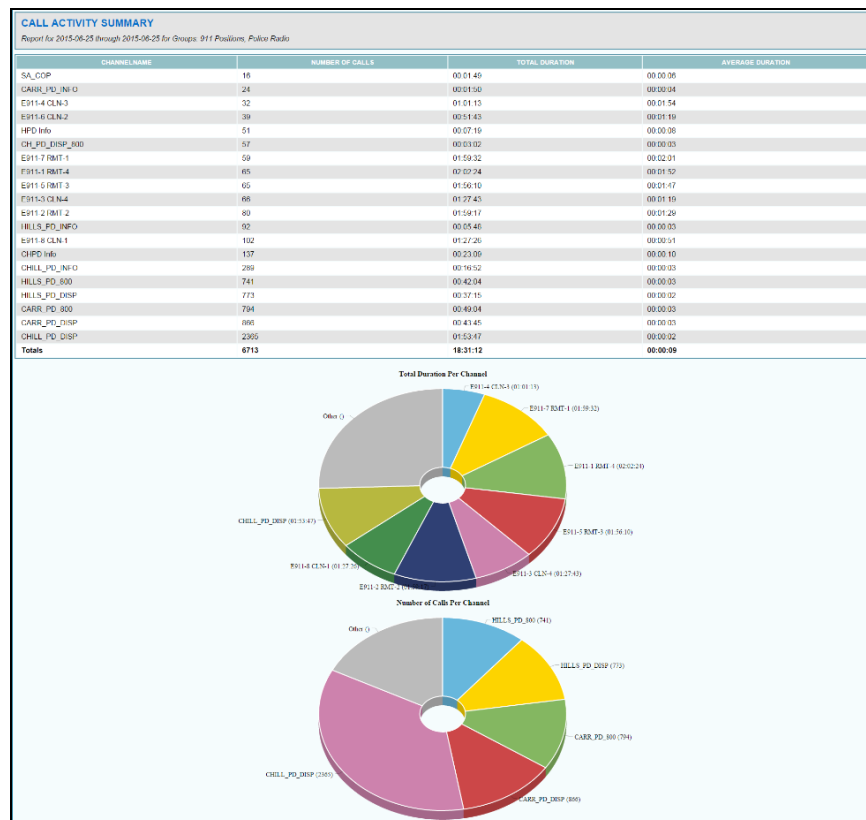
4.2.10. Completed Evaluations Count Block Type

The Completed Evaluations Report Block will display a table and / or a chart showing the number of Evaluations that were completed during the date range selected per Month. The report block can be run per Agent, to show the number of evaluations per agent, or per Evaluator to show the number of evaluations performed per Evaluator. In addition, a monthly goal can be drawn on the chart so you can see how the actual performance relates to the goal. For example, the

goal could be 5 evaluations per agent per month. This Report Block always shows results per month, so shouldn't really be run on a time span less than a month.

Figure 30—Completed Evaluations Count Block
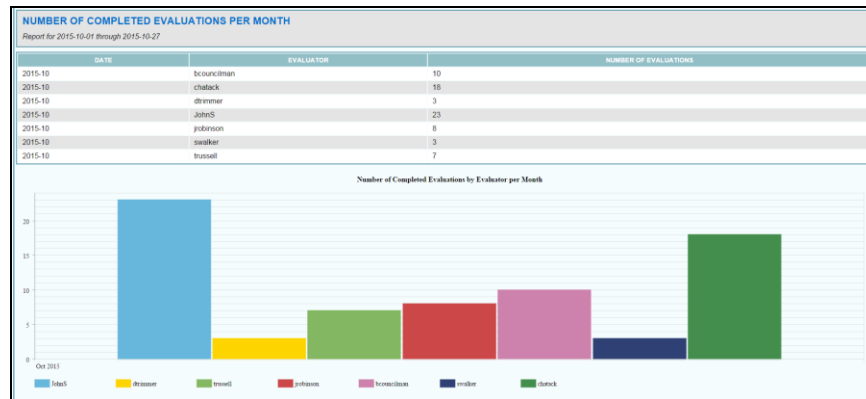
4.2.11. Config Changes Block Type

The Configuration Changes Report Block displays a table of all of the recorder configuration changes that took place during the specified time span. This Report Block is useful is a System Status or Diagnostic Report to display information about the configuration changes that were made to the recorder. The information to generate this Report Block is retrieved from the recorder's Audit History, which can also be viewed separately in the NexLog Web Configuration Client. Which information about each Configuration Change is displayed and what order it is displayed in is configurable.

The Following Fields are available:

- EventTime- The date and time that the configuration change was made.

- AuditCode- Which audited configuration change occured: ADD, DELETE, UPDATE, and EXECUTE are the possible values

- UserName- The Username of the recorder user which performed the configuration change.

- Entity- Which configuration entity type was changed. For example, LicenseKey, RecordingInterface, Channel, etc. When an entity is being updated or deleted, the primary key for the entity being affected is also displayed here. For example, the primary UserEntity key is Username, while the primary ChannelEntity key is the channel number.

- Success- Whether or not the Configuration Change was completed successfully or if it resulted in an error or denial for security/permissions reasons

Below the Field Selector, a list of all available Audit Entities is provided. By default the Report Block will include all auditable entities. This is a multiselect list box where if any entities are selected, only those entities will be included in

the Report Block (Selecting All is equivalent to selecting None). There is also an advanced Filter parameter available where additional filter rules can be applied to the Report Block. For example, it is possible to only show Successful configuration changes, or only show configuration changed by certain users.

Figure 31—Config Changes Block

4.2.12. Database Record Block Type

The Database Report Block will display a table and or a chart showing the number of call records and/or the amount of audio data on the recorder at the end of each day in the selected time range. It is also possible to display the amount of data as a percent of recorder capacity or as an absolute value. When configuring the report block, you may select which Chart Type to display and whether or not to blank out duplicate cell entries in the table.

Figure 32—Database Record Block
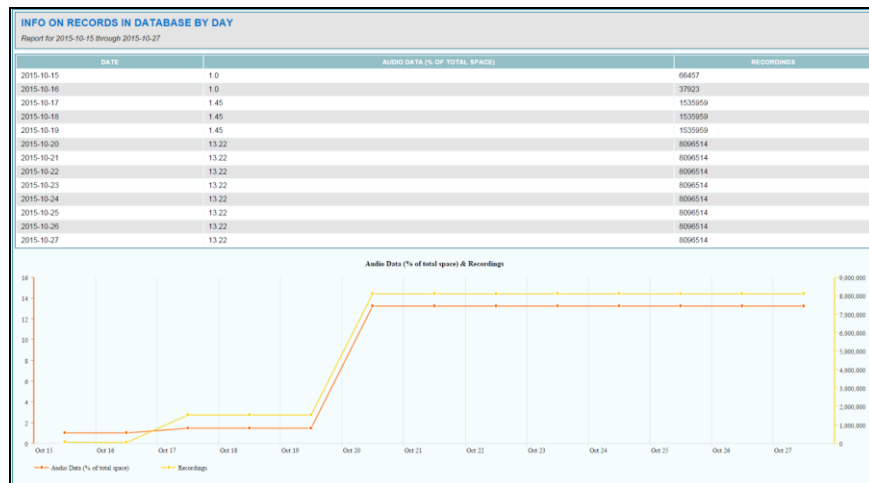
4.2.13. Duration Outliers Block Type

The Duration Outliers Report Block can display a chart and or a table showing the number of calls above and under duration thresholds. For example, to show the number of phone calls that lasted less than 5 seconds or more than an hour. The data will be shown per resource selected in the Channel Selector

Figure 33—Duration Outliers Block

EXCEPTIONALLY SHORT AND LONG RECORDINGS
Report for 2015-06-25 through 2015-06-25 for Groups: 911 Positions, P25 Radio

CHANNEL NAME	HIGH	LOW
Dispatch 4	490	67
Dispatch 5	402	51
Dispatch 6	377	60
Dispatch 1	340	65
Dispatch 2	234	53
Dispatch 3	233	28
Dispatch 7	104	22
E911-8 CLN-1	102	0
E911-2 RMT-2	80	0
E911-3 CLN-4	66	0
E911-5 RMT-3	65	0
E911-1 RMT-4	65	0
E911-7 RMT-1	59	0
E911-6 CLN-2	39	0
E911-4 CLN-3	32	0
Totals	**2688**	**346**

4.2.14. Evaluations Analysis Block Type

The Evaluations Analysis report block displays statistics and trends relating to Quality Factor Evaluation scores. This block will create a table where each row shows the total number of evaluations, minimum, average, and maximum score, and a small chart showing the scores, for easily viewing trends.

To determine which evaluations will be included in the report, there are filters to filter on Agent, Evaluator, and Evaluation Form. Only Evaluations that meet the criteria given in all three of these filters will be included. If no selection is made for a given filter, then that filter will be considered disabled and will be treated as meaning 'any'.

The 'Analysis Type' and 'Display For' parameters work together to determine what type of analysis is run and how it is displayed. If Analysis Type is set to 'Agent / Evaluator', then the report will be based on the total evaluation scores for performed evaluations. If Display For is Combined, all evaluations will be combined into a single row, summarizing the scores for the evaluations on the recorder that meet all the filter criteria. If Display For is set to either Separate for Agent, or Separate for Evaluator, then a separate row of the table will be displayed, either one row per agent or one row per evaluator. This allows comparison either of how various agents are performing, or how various evaluators tend to score. The later could be useful for determining if certain evaluators are being too strict or lenient and tend to give scores that don't match other evaluators.

If 'Analysis Type' is Skill or Question, then each table row will represent either a single skill group, or a single question from the evaluation. It is then possible to see the statistics and trend to know how the agents have been performing on that specific skill or question. With these Analysis Types, if Display For is not 'Combined', then a separate table will be displayed either one per agent or one per evaluator depending on the settings, otherwise a single table will be displayed which includes the data for all evaluators /agents.

There is also a Date Type parameter to allow you to select what date should be used for filtering as well as ordering evaluations. If MediaStartTime is used, the time considered will be the time that the actual call was recorded. If Evaluation Date is selected, the time considered will be the time that the evaluation was performed.

Figure 34—Evaluations Analysis Block

EVALUATIONS ANALYSIS- TRENDS PER EVALUATOR
Report for 2014-10-01 through 2015-12-01

EVALUATOR	TOTAL NUM	MINIMUM SCORE	MAXIMUM SCORE	AVERAGE SCORE	TREND
JohnS	12	77%	94%	89.17%	
dtrimmer	3	46%	100%	78.33%	
trussell	3	88%	100%	96.00%	
jrobinson	8	19%	100%	83.88%	
BobA	13	72%	97%	90.69%	
bcouncilman	10	3%	100%	79.40%	
swalker	3	5%	83%	54.33%	
HelenM	24	69%	100%	87.62%	
chatack	12	83%	100%	91.58%	

4.2.15. Evaluation Score Block Type

The Evaluations Score report block graphs evaluations scores performance over time. Data can be separated out and display a separate line, bar etc, either one per Agent, one per Evaluator or one per Evaluation Form. Can be shown in Line, Area, Bar or Stacked.

There is also a Date Type parameter to allow you to select what date should be used for filtering as well as ordering evaluations. If MediaStartTime is used, the time considered will be the time that the actual call was recorded If Evaluation Date is selected, the time considered will be the time that the evaluation was performed.

Figure 35—Evaluation Score Block
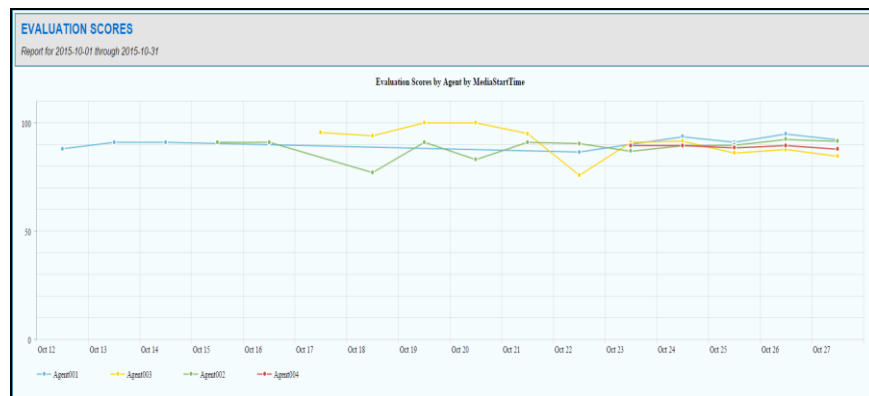
4.2.16. Evaluations Grid Report Block

The Evaluations Grid report block shows a list of evaluations that were performed during the selected time period. When configuring the report block, you may select what information to display: Evaluation Date, Evaluator, Media Start Time, Percentage, Pass, Agent, etc. You may also select the sort order to display and whether or not to blank out duplicate cell entries in the table. The Report can be filtered to display only certain agents, evaluators, or evaluation forms.

Advanced Filtering is available to further limit which evaluations are shown. For example, it is possible to filter based on a score threshold, or to only show evaluations that passed or those that failed, or those that were flagged.

Figure 36—Evaluations Grid Report

EVALUATIONS PEFORMED
Report for 2015-12-01 through 2015-12-01

AGENT	EVALUATIONDATE	PERCENTAGE	PASS
Agent001	2015-12-01 10:00:54 AM EST	100	PASS
	2015-12-01 10:01:54 AM EST	100	PASS
	2015-12-01 10:02:40 AM EST	100	PASS
	2015-12-01 10:04:06 AM EST	97	PASS
	2015-12-01 10:04:49 AM EST	100	PASS
	2015-12-01 10:05:32 AM EST	100	PASS
	2015-12-01 10:50:20 AM EST	62	FAIL
Agent002	2015-12-01 10:05:50 AM EST	84	PASS
	2015-12-01 10:06:06 AM EST	84	PASS
	2015-12-01 10:06:28 AM EST	84	PASS
	2015-12-01 10:06:45 AM EST	84	PASS
Agent003	2015-12-01 10:07:21 AM EST	93	PASS
	2015-12-01 10:07:37 AM EST	100	PASS
	2015-12-01 10:07:57 AM EST	100	PASS
	2015-12-01 10:53:26 AM EST	68	FAIL

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4.2.17. Evaluations Group Score Trend Block Type

The Evaluations Group Score report block graphs scores over time for agents in a single group, showing 2 charts: Evaluations Scores Within Group by day and Evaluations Scores per Agent Within Group by day. With this report you can see how the group was performing as a unit and see how individual agents are performing compared to the rest.

Figure 37—Evaluations Group Score Trend Block
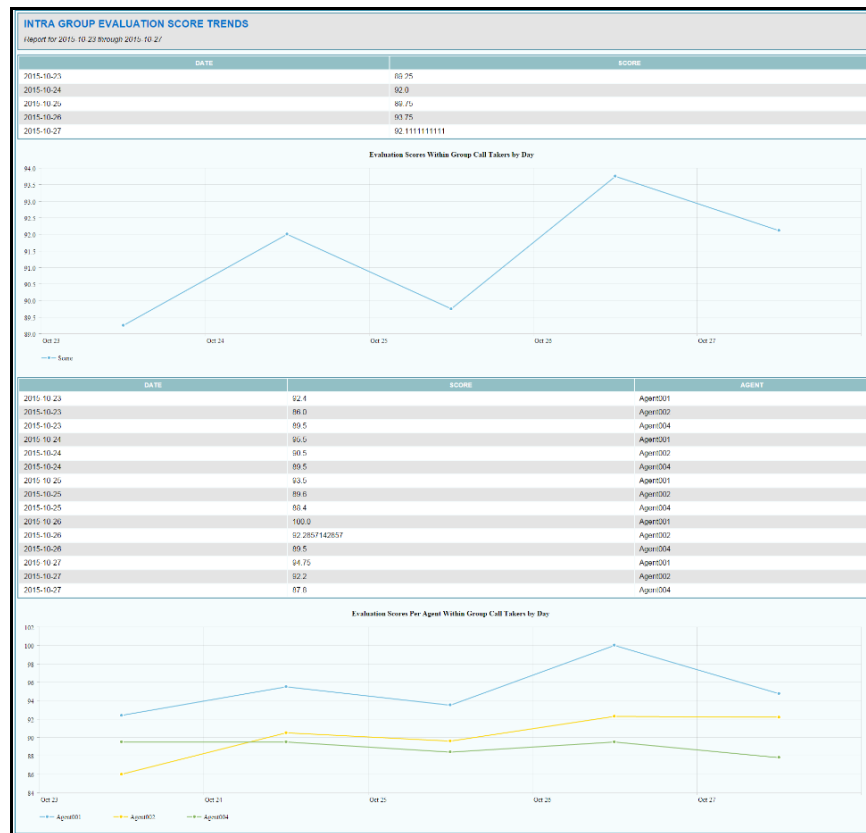
4.2.18. Evaluations Skill Trend Block Type

The Evaluations Skill Trend report block graphs scores broken out by individual skills, to highlight areas that are in need of improvement. This report block provides a full sized graph view of similar data as the 'Evaluation Analysis' block when configured for Skills.

Figure 38—Evaluations Skill Trend Block
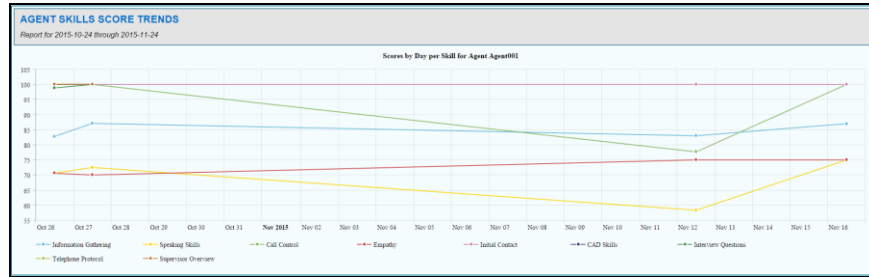
4.2.19. Grid Block Type

The Grid report block shows list of detailed recording activity information. When configuring the report block, you may select what information to display: Start Time, Channel Name, Duration, etc. You may also select whether the table should be sorted by and whether or not to blank out duplicate cell entries in the table. If the report is configured to display the Playback option, you can play back the records by clicking the Playback button. When clicked, the Playback Control will pop out and start the playback. You can scrub at any time during playback. Please note that playback of records with screen capture is not available in reports.

Figure 39—Grid Block

4.2.20. Image Header Block Type

The Image Header report block displays PNG, GIF, or JPG image and/or line of text. By default, an Eventide and a NexLog logo are available. You may upload your own image in the NexLog web configuration Client under Enhanced Reports -> Upload Image.

Figure 40—Image Header Block

4.2.21. Incident Report Block Type

The Incident report block shows a list of incidents created or modified for the requested period of time. It is possible to configure the report block to contain all incidents modified within the selected time range, or only those initially created within the time range. For each incident, the report block will contain information such as the incident name and description, owner, creation and modification time, and number of records it contains.

When configuring the report block, you may select what information about each record in the incident to display: Channel Name, Start Time, Duration, etc. If no fields are selected, then only the incident metadata will be displayed and no information about each record in the incident.

The report may be sorted by Incident Creation Time, Incident Modification Time or by Incident Name. If the report is configured to display the Playback option, you can play back the records by clicking the Playback button. When clicked, the Playback Control will pop out and start the playback. You can scrub at any time during playback. Please note that playback of records with screen capture is not available.

Figure 41—Incident Report Block

4.2.22. Interval Count Block Type

The Interval Count report block displays recording counts over time. It can be used to show the number of recordings per hour, number of recordings per day, or number of recordings per month. It can also be used to show number of recordings per hour-of-day. Hour mode and Hour-of-day mode are equivalent if you are displaying a single day, but for example, over a two day period, hour mode would show 48 bars (one for each hour of the period), while hour-of-day mode would show 24 bars (one for 12am, one for 1am, etc), which sums the recordings for that hour over both days. Hour-of-day mode is useful for seeing patterns in call volume by time of day over a period of time, eg, there is usually a lull in activity around 3pm. This report block is especially useful in 'Separate' mode, showing a separate line, or a separate segment in a stacked bar graph (as in the example image below), for each Channel Group, Geographic Area, Call Type, etc, selected.

Figure 42—Interval Count Block
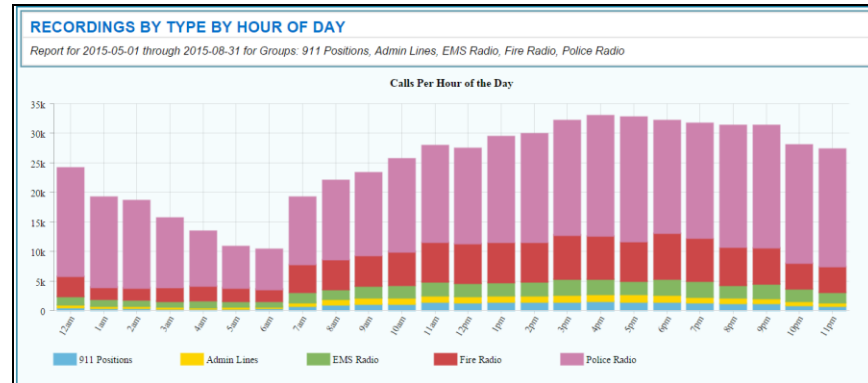
4.2.23. Map Display Report Block Type

The Map Display report block displays call count by location on the map with Pins, Grid, Grid with Pins, Heat Map, GeoAreas or GeoAreas with Pins. You can select to show the map either in Street Map or Satellite Map view. By default, the map will zoom out to the closest zoom setting that allows all call records and any selected Geographic Area overlays selected to be viewed in their entirety. Alternatively you can fill in the Longitude and Latitude coordinates for the top left and lower right corner of the area you wish to view. The map will select the next available zoom level that allows the full selected area to be displayed. Since there is a limited number of available zoom levels, the map will generally show a bit more than the selected area.

Note that only call records that have Location metadata will be displayed on the map.

Call Pins shows all records on the map with a red pin for each call, up to 500 pins at a time.

Figure 43—Call Count by Location: Call Pins
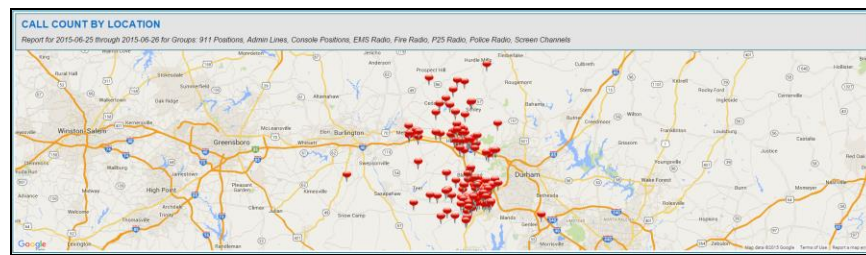
Geo Areas displays a list of all Geographic Areas that have been created on this recorder. You can multi-select one or more areas to report on. If no option is selected, the selection defaults to all areas. To use this feature you must first create the Geographic Areas on the Geographic Areas page. Note that when reporting based on Geographic Areas, only call records which have Location Metadata will be included. The report will show areas on the map with call count in each area. Also note that this selection only determines which Geographic Areas are drawn on the map. To select to display only calls that fall within the Geographic Area, utilize a channel selector in GeoArea mode as well.

Figure 44—Call Count by Location: GeoAreas
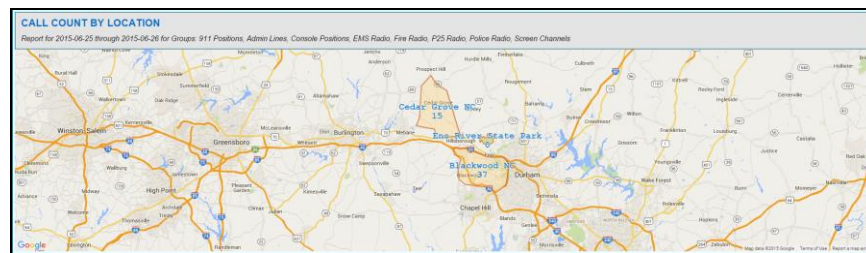
GeoAreas with Pins option displays selected Geo Areas with call count in each of them and all available call pins, up to 500 pins at a time.

Figure 45—Call Count by Location: GeoAreas with Pins
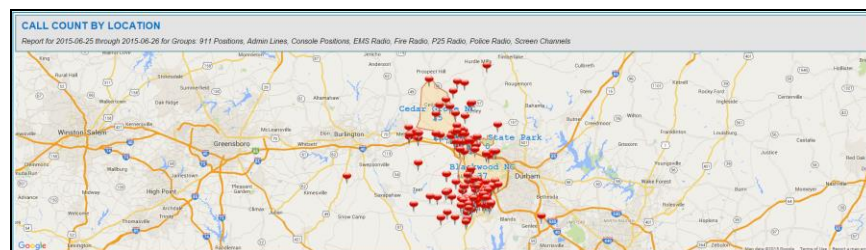
Grid option displays a grid, divided into rows and columns across the map showing call location and count in each row. You can customize the grid size and select how many rows and columns the grid should have, e.g. 5 will generate a 5x5 grid. This is an easy way to visualize call density over an area without having to create Geographic Areas, but provides less flexibility then Geographic Areas do.

Figure 46—Call Count by Location: Grid
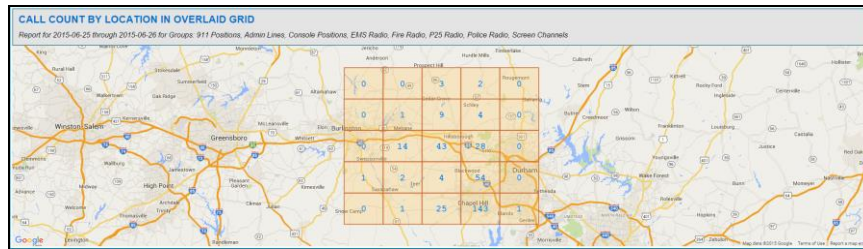
Grid with Pins option displays grid with call count and all available call pins, up to 500 pins at a time.

Figure 47—Call Count by Location: Grid with Pins
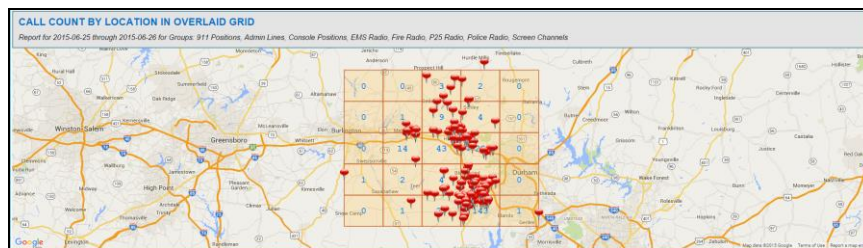
Heat Map option shows data as hotspots where more of your calls are coming from. You can customize the heat map intensity from 1 to 10.

Figure 48—Call Count by Location: Heat Map
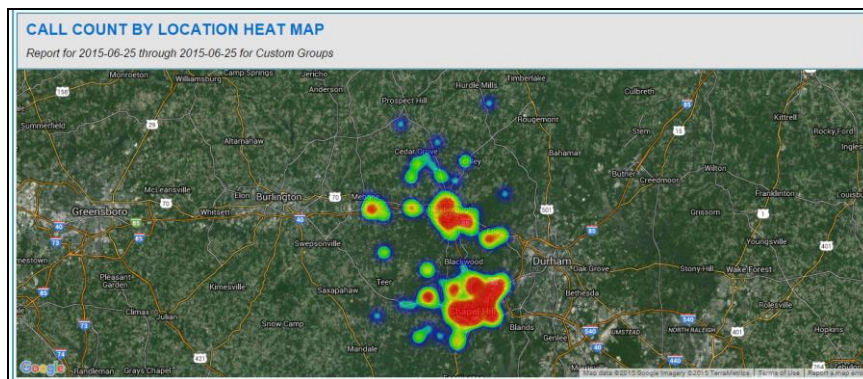
Channel Selectors may be used as additional filters. For example if you select Call Pins option from Map Display and one of the Geographic Areas from Channel Selector, you will see how many of all available pins fall inside of the selected areas.

Figure 49—Call Count by Location: Call Pins with Channel Selector
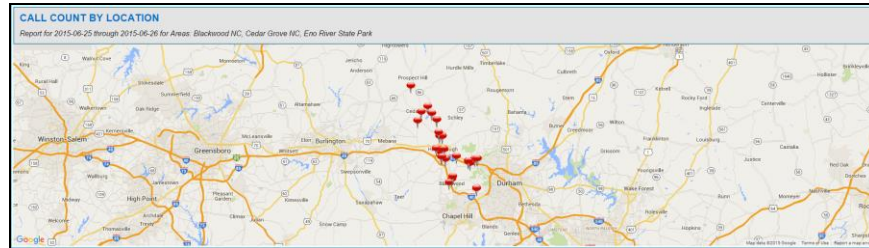
4.2.24. Media Types Block Type

The Media Type report block shows call count grouped by media type for the requested period of time. This Report Block allows you to view the number of recordings of different media types: Audio, Video, Text, Event, Screen, as a table and /or pie chart.

Figure 50—Media Types Block
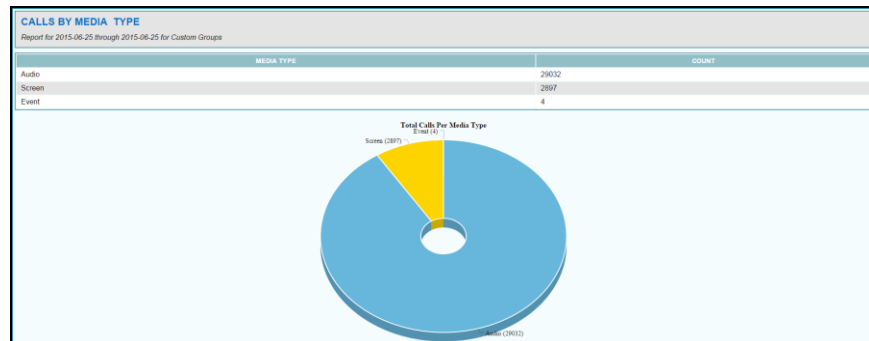
4.2.25. Section Header Block Type

The Section Header report block allows you to enter section header with/without text displayed.

Figure 51—Section Header Block

4.2.26. Statistics Summary Block Type

The Statistics Summary report block summarizes the recorder statistics information for the requested period of time. The block is built of the individual rows. There is a number of default rows which can be added from the selector in the bottom of the block page. There is one default row template of each type. Each row has configurable parameters. There can be multiple rows of the same

type in one block. Since each row can have its own Channel Selector, you can use this report block to display statistics for various types of data in one table. For example, the count of 911 Trunk calls, followed by the count of Administrative calls.

Figure 52—Statistics Summary Block

4.2.27. Text Conversations Block Type

The Text Conversations report block prints out transcripts of any Text calls that have been recorded that fall into the date and resource range selected by the configured filters. In the case of TDD calls, only one column is shown, as in the example image below, whereas some other text formats provide information on which party is texting at any given time, and in those cases two columns will be shown, one for each party.

Figure 53—Text Conversations Block

4.2.28. Word Count Block Type

The Word Count report block displays most frequently used words in Call Notes, Real Time Texts, or Word Factor Approximations. When configuring the report block, you may select which database fields to search for text, minimum number of characters a word needs to contain in order to be counted. You may also select whether or not to display a table and if so whether or not to blank out duplicate cell entries in the table. You may also select whether or not to display Word Cloud of the most commonly occurring words.

Figure 54—Word Count Block with Word Cloud Option

5. Additional Features

5.1. Upload Images

Eventide Nexlog Enhanced Reporting package allows to upload and store PNG, GIF and JPG images, so they could be used with report blocks later (e.g. Image Header report block). You can view uploaded files with View button or delete them with Delete button. By default, Eventide and NexLog images are available.

Figure 55—Upload File

5.2. Geographic Areas

Eventide Nexlog Reporting Package offers an option to create and customize geographic shapes around different towns, precincts, neighborhoods, etc. in the area serviced by recorder. Geographic shapes can be used as filter criteria in the reports to visualize where calls are coming from. Note that only call records which have Location Metadata will be included in reports filtered based on Geographic Areas. Geographic Areas can also be optionally displayed as map overlays on Map based Report Blocks.

To create a new geographic area, go to the Geographic Areas page and click New Area button. This will open a map with tools to draw area outlines on the map.

Figure 56—Geographic Area

There are four tools in the upper right corner of the map. These tools are, from left to right:

1. **Editor**: Allows to edit the polygon vertices by dragging individual points of polygons and create more precise shapes. New points will appear when you move the existing points.

2. **Polygon**: Each click becomes a point of a polygon, allowing for customized shapes. Double click a point to finish the polygon.

3. **Hand**: The Hand tool is used to drag the map around. Alternatively, you can drag the map around by using the arrow keys regardless of the mode. This is useful for moving around the map while drawing a shape.

4. **Clear**: The X icon will clear existing shapes and allow you to start over.

All other shapes that have been created on the recorder, if any, will be displayed on the map and greyed out. This can help you better align the edges of multiple geographic areas.

Existing Geographic Areas can be edited, if needed, with selecting any of them in the list and clicking Edit Area. Here you can modify existing shape with Editor tool or add a new polygon.

If you need to delete the Area, you can do so by selecting it in the list and clicking Delete Area button.

Submit button in the lower left corner of the map will save all the current settings. Cancel button will closed the map without saving.

5.3. Report Configuration

In order to run the reports, the Report Runner needs to be able to log into the system in order to access protected data on the recorder. Under Report Configuration, you will need to tell what user to log in as, and what password to use in order to run the reports. It needs to be a user with admin permissions so that Report Runner can access everything he needs to.

Without the username/password, report blocks that only need to access the database are still able to, the report runner has database privileges already, but some blocks need additional data which is only available via SOAP, so report runner needs to log in to access it.

Any Nexlog recorder installed with Nexlog software version 2.6 or later will have timezone support by default. Those recorders which have been upgraded and wish to have Enhanced Reporting Package timezone support will need to enable Local timezone support by checking the 'Upgrade database for timezone support' checkbox in Report Configuration under Enhanced Reports. Selecting the checkbox will display a warning about the reboot that will take place and may take several minutes during which the system will not be recording or accessible. After you confirm this and after the reboot is completed, the Enhanced Reporting Package will be enabled to utilize proper timezone support. This will not affect the Basic Reporting mechanism.

5.4. Schedules

Reports can be automatically run using Schedules feature. The Schedules page under Utilities allows to select the report and to configure time you wish it to run. A Schedule is an event that happens either once at a configured time, or repeatedly at a configured time, such as every Sunday at 2PM. The main Schedules Page shows a table with all configured scheduled events displayed one row per event. The fields displayed for each event are as follows:

Figure 57—Edit Schedules

In the example above the report is scheduled to run once per week on Sunday at 6pm.

When the scheduled time arrives, the report will be run, the completed report added to the Completed Report page with Scheduled in the Status column, and, if configured, emailed out.

For more information on the Scheduler, see the main NexLog documentation.

Figure 58—Schedules

Date ▾	Report Title	Run By	Status	Actions
2015-11-24 10:00:01	Sample 05: Daily Age...	Scheduled	Completed	👁 ⬇ 📄 🗑
2015-11-24 09:00:00	Sample 02: Daily Cal...	Scheduled	Completed	👁 ⬇ 📄 🗑
2015-11-24 08:00:02	Sample 01: Daily Rec...	Scheduled	Completed	👁 ⬇ 📄 🗑

Note, that a report that is scheduled cannot be deleted from the Report Templates page until you delete the scheduled event with this report from the Schedules table.

Limited Warranty

The Eventide® NexLog™ Recorders are built to exacting quality standards and should give years of trouble-free service. If you are experiencing problems, your recourse is this warranty.

Eventide Inc. warrants the products unit to be free from defects in workmanship and material under normal operation and service for a period of one year from the date of purchase, as detailed in this warranty. At our discretion within the warranty period, we may elect to repair or replace the defective unit. This means that if the unit fails under normal operation because of such defect, we will repair the defective unit at no charge for parts or labor. We also assume a limited responsibility for shipping charges, as described later in this warranty.

The warranty does not extend beyond repair or replacement as stated herein and in no event will we be responsible for consequential or incidental damages caused by any defect, and such damages are specifically excluded from this warranty. Our sole obligation is to repair or replace the defective unit as described herein.

The warranty **DOES NOT COVER** any damage to the unit regardless of the cause of that damage. The unit is a complex piece of equipment that does not react well to being dropped, bounced, crushed, soaked or exposed to excessively high temperatures, voltages, electrostatic or electromagnetic fields. If the unit is damaged for these or similar causes, and the unit is deemed to be economically repairable, we will repair it and charge our normal rates.

The warranty **DOES NOT COVER** shipping damage, either to or from Eventide. If you receive a new unit from us in damaged condition, notify us and the carrier; we will arrange to file an insurance claim and either repair or exchange the unit. If you receive a new unit from a dealer in damaged condition, notify the dealer and the carrier.

If we receive the unit from you with apparent shipping damage, we will notify you and the carrier. In this case, you must arrange to collect on any insurance held by you or your carrier. We will await your instructions as to how to proceed with the unit, but we will charge you for all repairs on damaged units.

Who is covered under the warranty

The warranty applies to the original purchaser of a new unit from Eventide or an Authorized Eventide Dealer. Demo units are also covered by this warranty under slightly different circumstances (see the following information on "When the warranty becomes effective." Units that are used, or have been used as part of a rental program, are not covered under any circumstances.

It is your responsibility to prove or to be able to prove that you have purchased the unit under circumstances which affect the warranty. A copy of your purchase invoice is normally necessary and sufficient for this.

If you have any questions about who is an Authorized Eventide Dealer, call Eventide at 201-641-1200.

Units with the serial number plate defaced or removed will not be serviced or covered by this warranty.

When the warranty becomes effective

The one-year warranty period begins on the day the unit is purchased from an Authorized Eventide Dealer or, if the unit is drop-shipped from Eventide, on the day shipped, plus a reasonable allowance for shipping delays. This applies whether or not you return your warranty registration form.

When we receive a unit, this is how we determine whether it is under warranty:

If the unit was shipped from our factory within the past calendar year, we assume that it is under warranty unless there is evidence to the contrary, such as its having been sold as used or rented, etc.

If the unit was shipped from our factory more than a calendar year ago, we assume it is not under warranty unless there is a warranty registration form on file showing that it has been purchased within the past year under appropriate conditions or if you send a copy of your purchase invoice indicating warranty status along with the unit.

If the unit was used as a demo, the warranty runs from the date that it was received by the dealer. The original purchaser gets the unexpired portion of that warranty.

When you send a unit for repair, you should indicate whether or not you believe it to be under warranty. If you do not say the unit is under warranty, we will charge you for the repair and we will not refund unless the charge was caused by an error on our part. If you believe the unit to be under warranty and you do say it is but this disagree, you will not incur any charges until the dispute is resolved.

Reading the above, you can see that it is to your advantage to send in the warranty registration form when you purchase the unit. If we know who you are,

we can send you updates and notifications, and advise you of our new products. It will also enable you to receive pre-shipment of certain parts.

Who performs warranty work

The only company authorized to perform work under this warranty is Eventide Inc., Little Ferry, New Jersey. While you are free to give personal authorization to anyone else (or to work on it yourself), we will not honor claims for payment for parts or labor from you or from third parties.

However, we and our dealers do try to be helpful in various ways. Our dealers will assist, usually without charge during the warranty period, in determining whether there is a problem requiring return to the factory, and alleviating user error or interconnection problems that may be preventing the unit from operating to its full capability.

We are available for consultation if the dealer is unable to assist.

If a part is found to be defective during the warranty period and you wish to replace it yourself, we will normally ship the part immediately at no charge, provided your warranty registration form is on file. We reserve the right to request that the defective part be returned to us.

Shipping within the 50 United States

You are responsible for getting the unit to our door at no cost to us. We cannot accept collect or COD shipments.

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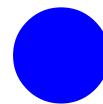
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