Statistics Report Subscriptions

Introduction

The statistics report subscriptions feature is used to subscribe to a specific report so that the system will execute and push this automatically to your e-mail according to a defined period.

Case Example

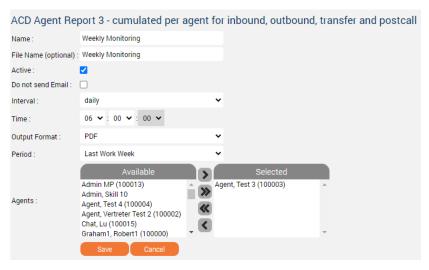
Let's assume you are the supervisor of a call center and you want to monitor the performance of the agent name "Agent, Test 3 (100003)" weekly on Monday at 06:00 am, in PDF format.

But you don't want to do it manually each Friday for example or you don't want to miss a monitoring day. You can process as follow:

Configuration

Page: Statistics - Reports





Parameter	Description
Name	Name of the report subscription job.

File	Name of the constant of the first fi	
File name (optional)	Name of the generated output file if you wish another one as the report name.	
	A time format can be defined by using variables and must be enclosed in square brackets, for example [yyyy].	
	A list of the available variables can be found here:	
	https://docs.oracle.com/javase/7/docs/api/java/text/SimpleDateFormat.html	
	Example input:	
	Testreport jtel_Test_123_[yyyy-MM]	
	Example output:	
	Testreport jtel_Test_123_2020-09.xls	
	The square brackets are removed on output. The output directory is relative to Clients/ <clientsid>/reportsOut</clientsid>	
	1 Please be aware that the optional file name change only impacts and shows on the files written to the output directory and does not change the files transmitted via e-mail.	
Active	To activate (check mark set) and deactivate (checkmark not set) the subscription job.	
Do not send Email	When selected the report will be automatically generated, stored into the appropriate destination folder but not pushed to the subscriber e-mail address.	
Interval	Interval into which the output report will be displayed.	
Output format	The drop-down list of desired output formats. The formats PDF, EXCEL, CSV, HTML are available.	
Period	Periodic value in which the system will generate and/or push the report to your e-mail address.	
Agents	Available agents (left) and selected agents (right). Elements of the list right are those who will be taken into consideration in the output report.	
	> move the selected available agent(s) to the list right.	
	>> move all available agent(s) to the list right.	
	>> move back all selected agent(s) to the list left.	
	> move back the selected agent(s) to the list left.	
Cancel	Click "Cancel" to discard your changes.	
Save	Click "Save" to save your subscription into the list of Report Subscriptions.	

Page: Statistics - Report Subscriptions





Yeah! The subscription job is listed in the pipeline, ready to be generated and pushed to your e-mail - in case your e-mail address is correctly configured in your

r Substitution | Subs

Parameter	Description
Name	Name of the report subscription job.
Report	Name of the subscribed report.
Active	Yes if your subscription job is active and empty otherwise.
Action	"Edit" to modify the parameters of your subscription.
	"Delete" to delete your subscription job.
	"Activate" or "Deactivate" to activate or deactivate the job.