

QUICK GUIDE REPORTS



CREATE YOUR DREAM REPORT IN A SIMPLE WAY

Reports allow you to analyze and follow up the company's communication patterns in a simple and powerful interface.

1

LOG IN

Log in and manage Reports at the following web address: <https://reports.dstny.se>.

The first time you use a new login in Reports, you will need to verify your account and create a personal password. Please contact Dstny's support to receive a start-up email where you verify the email account and select the password you want.

You can reach Dstny's support by e-mail or telephone:

support@dstny.se

010 – 410 50 00



dstny

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CREATE YOUR REPORT

Click on **Advanced report** to create your own report.

The screenshot shows the dstny dashboard with a navigation menu at the top. The 'Administration' menu is expanded, and the 'Avancerade rapporter' button is highlighted with a yellow box. Other visible elements include 'Basrapporter', 'Sparade rapporter', 'Mitt konto', 'Hjälp', and 'Logga ut'.

3

Choose the parameters you want to see based on which figures that are important for your company. Then click **Report content** (H), select the units to be included in the report, and select **Process**.

The screenshot shows the 'Parametrar' configuration page. It is divided into several sections: 'Från - Till' (Date range), 'Special' (Weekdays), 'Intervall' (Interval), 'Övrigt' (Other), 'Rapport' (Report), and 'Rapportinnehåll' (Report content). The 'Rapport' section is expanded, showing options for 'Användare', 'Svarsgrupper', 'Agenter per Svarsgrupp', 'Hunt groups', 'Regelbaserade nummer', 'Tonvalsmeny', and 'Tonval - Kopplat till'. The 'Rapportinnehåll' section shows a list of objects with a checkbox for 'H' and a 'Bearbeta' button for 'I'.

Ingen rapport har skapats

C

The screenshot shows the 'Special' parameter configuration page. It features a calendar for June 2019. The 'Special' tab is selected, and the 'Aktuellt val' is 'Avmarkera alla'. The calendar shows the days of the week (MÅ, TI, ON, TO, FR, LÖ, SÖ) and the dates (22 to 27). The days 3, 6, and 7 are highlighted in blue.

A – Date range for the report.

B – Include / exclude weekdays. (If you only want to measure on working days, deselect Saturday and Sunday to exclude these in the report).

C – Select Special if you only want to see specific dates.

D – Define which hours of the day you want to measure.

E – Select whether you want to see calls, for example per hour, per day or over the entire period (can be changed afterwards).

F – Select the type of category you want to see statistics on. For example Users or Response Groups.

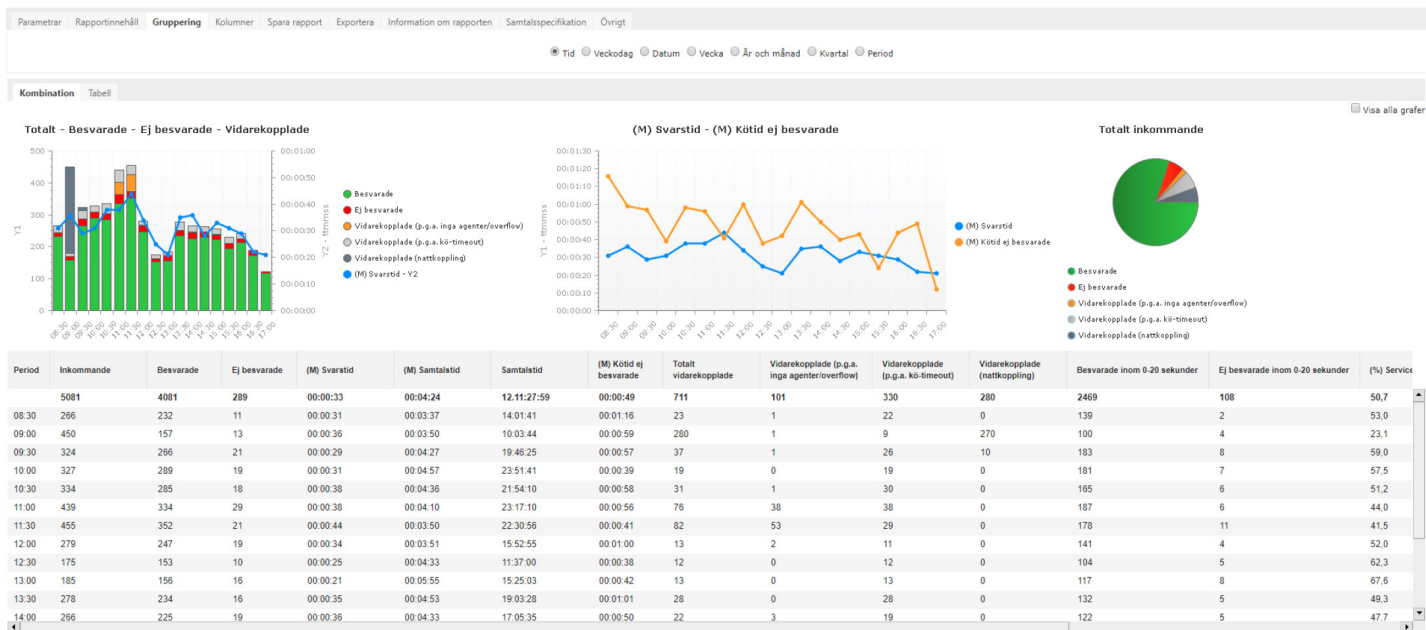
G – Select how to group the report.

H – Report content shows which objects are in the selected category. For example, if the category Users is selected, all users are displayed in the exchange.

I – Click Process to create the report.

4

After you click on Process, a report will appear. To see the call specification for the report, select the **Specifications** tab and click **Call**.



5

SAVE YOUR REPORT

To save or send your created report, click the **Export** tab.

Parametrar Rapportinnehåll Gruppering Kolumner Spara rapport **Exportera** Information om rapporten Specifikationer Övrigt

Excel 2010-2013 (.xlsx)

Inkludera grafer
Välj detta om du vill att grafer ska inkluderas i exporten

Inkludera samtalspecifikation
Välj om du vill att samtalspecifikationen ska inkluderas i exporten

Inkludera kolumnbeskrivningar
Välj detta om du vill att kolumnbeskrivningar ska inkluderas i exporten

Excel 97-2003 (.xls) **D**

CSV (.csv)

E Inkl. följande grupperingar

Tid Datum

Period

Välj de grupperingar du vill exportera.

A Spara som fil

B Skicka som e-post

C namn@bolag.se

A – Click Save as File to have the report locally on your computer.

B – Select Send as e-mail to send the report to yourself or a colleague.

C – In this field, choose which e-mail address should receive the report.

D – Define which format you want the file in.

E – Select whether you want to see calls, for example per hour, per day or over the entire period.

5

SAVE / CREATE A RECURRING REPORT

Click the **Save Report** tab to create recurring reports. Make your selections, then click **Save**.

- A – Click Save Report to create a recurring report.
- B – Here you select when the report is to be sent.
- C – Select from which period the report is to be retrieved.
- D – This value determines how the report should group the results for selected measurement objects.
- E – This value determines which types of time periods the lines in the report should describe.
- F – At least one of these choices must be selected in order to create the recurring report.

6

You can find your saved reports under the **Saved Reports** tab. Here you can sort by name or mailing. Here you can also edit previously saved reports.

dstny > Sparade rapporter

Start Dashboard **Rapporter** Sparade rapporter Mitt konto Katalog Administration System administration Logg Hjälp Logga ut

Sparade rapporter per namn
Sparade rapporter per utskick [Bolag](#)

Filter

Visa sparade rapporter för alla användare [Använd filter](#) | [Töm filter](#)

Aktiverad	Namn	Rapport	Mottagare
<input checked="" type="checkbox"/>	Rapport viktig	Rapporter - Svarsgrupper	namn1@bolag.se
<input checked="" type="checkbox"/>	SIP - Agenter per vecka	Rapporter - Agenter per Svarsgrupp	namn2@bolag.se
<input checked="" type="checkbox"/>	SIP - Veckorapport grupp	Rapporter - Svarsgrupper	namn3@bolag.se
<input checked="" type="checkbox"/>	Support veckorapport nyckeltal	Rapporter - Svarsgrupper	namn4@bolag.se