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GVP Reporting Plugin for GAX

Service Quality Report Filter Panel

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Service Quality Report Filter Panel

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Generic Filter Panel Control Buttons include: **Collapse, Restore, Fit to Contents, Browse, Clear, Generate.**

* = mandatory

Report Type*	Select a report type from this list of radio buttons: Call Failures, Call Summary, Latency Details.
Query Data From*	Select a site to be the source of the report's data: Click the Browse button and select up to eight sites from the list of check boxes in the Sites panel to the right.
From Date*	Select the report start date from a pop-up calendar. Your selection displays as YYYY-MM-DD.
From Time	Select the report start time from a drop-down menu. Choices are 15-minute increments from 00:00:00 to 23:45:00. Enabled only if the From Date field is populated.
To Date*	Select the report end date from a pop-up calendar. Your selection displays as YYYY-MM-DD.
To Time	Select the report end time from a drop-down menu. Choices are 15-minute increments from 00:00:00 to 23:45:00. Enabled only if the From Date field is populated.
Granularity*	Select the increment for data display from this drop-down list: Month, Week, Day, Hour. Not enabled for Call Failures.
Media Control Platform (MCP) Components*	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each MCP component in the list in the data field to the right. Mandatory only for Latency Details.
IVR Profiles	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each IVR profile in the list in the data field to the right. Mandatory only for Call Summary. Not enabled for Latency Details. Important This filter cannot be specified along with the Tenants selection.
Tenants	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each Tenant in the list in the data field to the right. Important This filter cannot be specified along with the IVR Profiles selection.
Call Failure	Cumulative Response, Audio Gap, Application Error , System Error.

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Type	Enabled only for Call Failures.
Session ID	Valid values: This unique number is generated for each call, and obtainable from call logs. It also appears in reports, where you can click on it to drill down for data specific to a call. Enabled only for Call Failures.