
Improved Historical Data Retrieval Performance

Interval data is now summarized by day. Accessing this summary data decreases the time it takes to generate a historical report. Whether to use the summary data is controlled by a setting which can be configured by the Admin and be applied to all users (global), or each user can configure it individually. All daily summarized data is only available in the time zone of the PBX the data was collected on.

Improved Historical Data Retrieval Performance – Global Configuration

Administrators can now force all users to use the PBX time zone to retrieve historical data faster. By setting the `force.report.summary.data=true` in the `staticconfig.properties` file, all reports for non-interval reporting periods will use daily summary data. By default, this setting is configured to false. View if this option is on or off in the Admin > Options page:



Historical reports
Always use PBX time zone for faster reporting on non-hourly data:

Submit Cancel

Improved Historical Data Retrieval Performance – User Configuration

If the global property is not set, and the user is using a different time zone than the PBX, the user has the option to use the same time zone as the PBX to retrieve data faster. By default the user setting is configured to true. The setting stays with the user for all historical reports and scheduled tasks. There are two locations the user can adjust this setting:

- 1. The user can adjust this option in the Report Options menu on the historical report listing page.

The screenshot shows the 'Agent Historical Analysis' interface. At the top right, there is a 'Report Options' button circled in red. Below it, the report parameters are set to 'Standard' and 'Eastern Standard Time'. A table of agent data is displayed, with a dialog box overlaid on it. The dialog box has a checked checkbox and the text 'Use PBX time zone for faster reporting on non-hourly data', with 'Done' and 'Cancel' buttons.

Num	Name	Accd	Avg Accd	Acw	Avail	Aux	Other	Extn	Extn	Avg Extn	Avg Extn Out Time	Staffed Time	Held Calls	Av Ho Tin
<input type="checkbox"/>	4265 Brian "Toung"										3 0:53	13:00:00	53	0:3
<input type="checkbox"/>	04116 Jeff Smart										1:06	13:00:00	26	0:4
<input type="checkbox"/>	4259 Todd Hilliard										7 1:22	13:00:00	37	0:4
<input type="checkbox"/>	04181 Faith Sherly										5 1:15	13:00:00	54	0:2
<input type="checkbox"/>	4266 Sam Sneed										3 1:12	13:00:00	40	0:5
<input type="checkbox"/>	04118 Bob, Hunt										4 0:59	13:00:00	16	1:4
<input type="checkbox"/>	4263 Matt Maynard										0 1:17	13:00:00	31	1:0
<input type="checkbox"/>	4218 Rich Gold										2 1:18	13:00:00	38	1:0
<input type="checkbox"/>	4220 Lyle Law	89	4:20	2:02:26	1:12:41	1:33:14	1:45:59	87	91	0:49	1:07	13:00:00	22	1:0
<input type="checkbox"/>	4208 Cindy <i>Cend	86	6:07	51:02	43:23	1:06:35	1:32:43	65	107	1:08	0:50	13:00:00	14	2:3
<input type="checkbox"/>	4261 Tony Clark	82	4:59	2:26:20	54:01	2:03:27	48:07	101	89	1:06	1:07	13:00:00	29	1:1
<input type="checkbox"/>	04105 Paul Jones	81	5:42	2:07:41	47:28	1:27:35	56:02	103	101	0:53	0:57	13:00:00	30	0:5
<input type="checkbox"/>	4205 Shelley Little	80	5:11	2:01:30	1:33:10	1:27:42	1:03:17	119	104	0:45	1:04	13:00:00	16	2:0
<input type="checkbox"/>	4224 Tony Bluff	80	5:33	2:08:22	56:38	1:43:38	47:54	89	118	1:07	0:45	13:00:00	39	0:2

2. The user can also adjust this option on the Historical Report Options Form

The screenshot shows a form titled "Report: Standard" with the following fields and options:

- From:** 05/26/2015
- To:** 05/27/2015
- By:** Day
- Group by time:**
- Use PBX time zone for faster reporting on non-hourly data:** (This option is circled in red in the image)
- Excludes:**
 - Weekends
 - Holidays
- Only include data for:**
 - Each day:** From [] To [] (hh:mm)
 - Days of the week:** [Edit]
 - Days of the month:** [Edit]
- Buttons:** Report, Choose Fields