

Chapter 5: Reports Application

Overview

Introduction The **Reports** application allows you to view a history of billing accounts added to your Qwest Control[®] Enterprise ID. This chapter will explain how to view, sort and filter that information.

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Customer History

Introduction The **Customer History** screen allows you to track accounts added to your Qwest Control Enterprise ID. You can also sort or filter the list to find specific items more quickly.

Customer History/Field & Descriptions

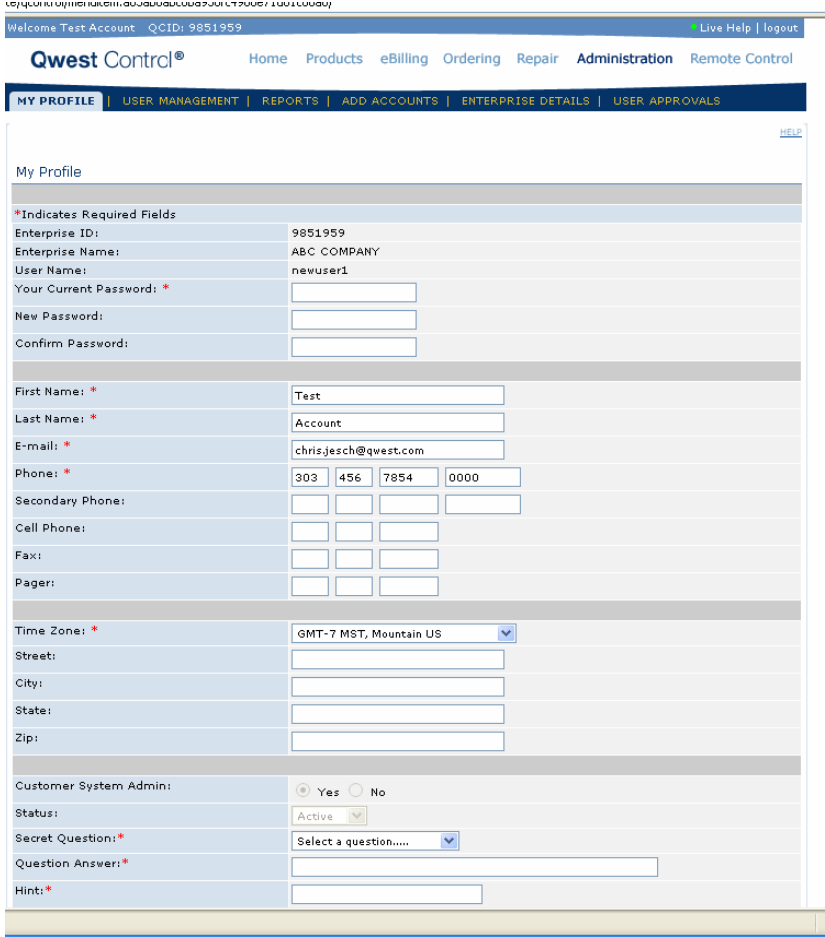
Overview The table below describes the fields and buttons displayed on the **Customer History** screen.

Field Name	Description
Element ID	This column displays the unique customer account number for each activity that was performed.
Element Type	This column displays the customer type for each activity that was performed. Values may include the following: <ul style="list-style-type: none"> • LD (Long Distance Account Number) • DG (Discount Group)
Source Ent ID	This column displays the unique Qwest Control Enterprise ID for each activity that was performed. Note: If the activity only affected one Enterprise ID, this column will contain a "0" for that activity.
Target Ent ID	This column displays the unique Qwest Control Enterprise ID for each activity that was performed. Note: If the activity only affected one Enterprise ID, this column will contain a "0" for that activity.
Date & Time	This column displays the date and time for each activity that was performed.
Performed By	This column displays the unique User Name for each activity that was performed.

Viewing the Customer History

Procedure

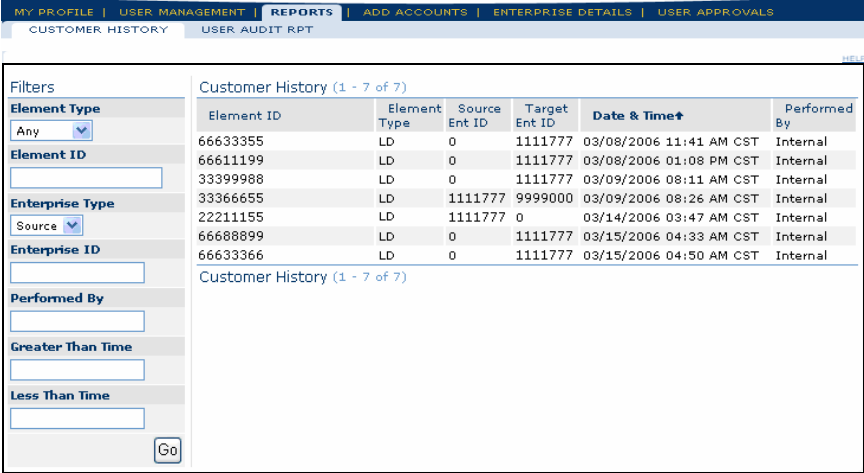
Follow the steps in the procedure below to **view** the **Customer History** list.

Step	Action
1	<p>From the Home page, click on the Administration module.</p> <p>Result: The My Profile application appears.</p> 

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Viewing the Customer History, continued

Procedure (continued)

Step	Action																																																
2	<p>From the My Profile application, click on the Reports application.</p> <p>Result: The Customer History screen appears.</p>  <p>The screenshot shows the Qwest Control interface. At the top, there is a navigation bar with links: Home, Products, eBilling, Ordering, Repair, Administration, Remote Control. Below this is a secondary navigation bar with links: MY PROFILE, USER MANAGEMENT, REPORTS, ADD ACCOUNTS, ENTERPRISE DETAILS, USER APPROVALS. The main content area is titled 'CUSTOMER HISTORY' and 'USER AUDIT RPT'. On the left, there are filter sections: Element Type (Any), Element ID (input field), Enterprise Type (Source), Enterprise ID (input field), Performed By (input field), Greater Than Time (input field), and Less Than Time (input field). A 'Go' button is at the bottom of the filters. The main table is titled 'Customer History (1 - 7 of 7)' and has the following data:</p> <table border="1"> <thead> <tr> <th>Element ID</th> <th>Element Type</th> <th>Source Ent ID</th> <th>Target Ent ID</th> <th>Date & Time</th> <th>Performed By</th> </tr> </thead> <tbody> <tr> <td>66633355</td> <td>LD</td> <td>0</td> <td>1111777</td> <td>03/08/2006 11:41 AM CST</td> <td>Internal</td> </tr> <tr> <td>66611199</td> <td>LD</td> <td>0</td> <td>1111777</td> <td>03/08/2006 01:08 PM CST</td> <td>Internal</td> </tr> <tr> <td>33399988</td> <td>LD</td> <td>0</td> <td>1111777</td> <td>03/09/2006 08:11 AM CST</td> <td>Internal</td> </tr> <tr> <td>33366655</td> <td>LD</td> <td>1111777</td> <td>9999000</td> <td>03/09/2006 08:26 AM CST</td> <td>Internal</td> </tr> <tr> <td>22211155</td> <td>LD</td> <td>1111777</td> <td>0</td> <td>03/14/2006 03:47 AM CST</td> <td>Internal</td> </tr> <tr> <td>66688899</td> <td>LD</td> <td>0</td> <td>1111777</td> <td>03/15/2006 04:33 AM CST</td> <td>Internal</td> </tr> <tr> <td>66633366</td> <td>LD</td> <td>0</td> <td>1111777</td> <td>03/15/2006 04:50 AM CST</td> <td>Internal</td> </tr> </tbody> </table>	Element ID	Element Type	Source Ent ID	Target Ent ID	Date & Time	Performed By	66633355	LD	0	1111777	03/08/2006 11:41 AM CST	Internal	66611199	LD	0	1111777	03/08/2006 01:08 PM CST	Internal	33399988	LD	0	1111777	03/09/2006 08:11 AM CST	Internal	33366655	LD	1111777	9999000	03/09/2006 08:26 AM CST	Internal	22211155	LD	1111777	0	03/14/2006 03:47 AM CST	Internal	66688899	LD	0	1111777	03/15/2006 04:33 AM CST	Internal	66633366	LD	0	1111777	03/15/2006 04:50 AM CST	Internal
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Sorting the Customer History

Procedure

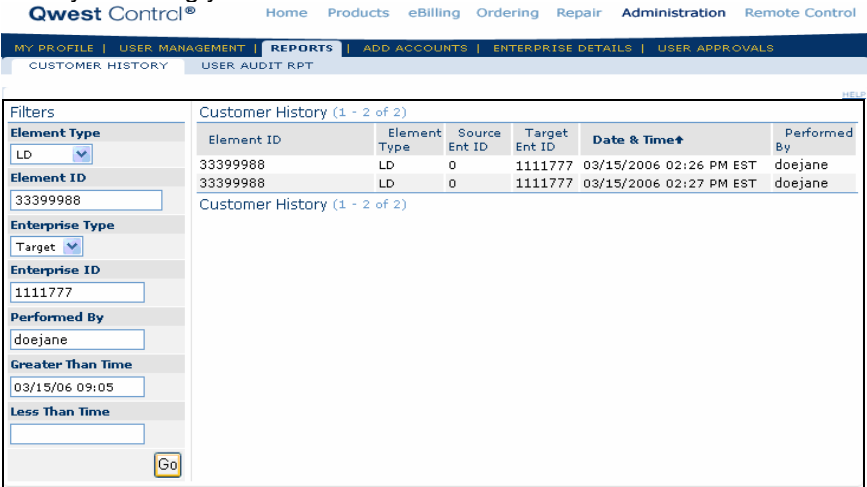
Follow the steps in the procedure below to **sort** the **Customer History** list.

Step	Action
1	From the Customer History screen, click on the Element ID column label to sort the list by customer account number.
2	From the Customer History screen, click on the Element Type column label to sort the list by customer type.
3	From the Customer History screen, click on the Source Ent ID column label to sort the list by your Source Qwest Control Enterprise ID.
4	From the Customer History screen, click on the Target Ent ID column label to sort the list by your Target Qwest Control Enterprise ID.
5	From the Customer History screen, click on the Date & Time column label to sort the list by the date/time the activity occurred.
6	From the Customer History screen, click on the Performed By column label to sort the list by the User Name that performed the activity.

Filtering the Customer History

Procedure Follow the steps in the procedure below to **filter** the **Customer History** list.

Note: The filtering fields are provided in the left-hand navigation area of the screen; enter your filtering criteria as needed.

Step	Action																		
7	From the Customer History screen, select the customer type for your business (LD or DG) from the Element Type drop down menu (if applicable).																		
8	In the Element ID field (if applicable), enter your Customer Account Number/Element ID for the accounts you wish to filter.																		
9	From the Enterprise Type drop-down menu (if applicable), select whether you would like to filter by the Source or Target Enterprise IDs.																		
10	In the Enterprise ID field (if applicable), enter your Qwest Enterprise ID assigned to the Source or Target (depending on what you selected in Step 5) for the activities you want to filter.																		
11	In the Performed By field (if applicable), enter the User Name for the activities you want to filter..																		
12	In the Greater Than Time field (if applicable), enter the earliest date and time for the activities you want to filter.																		
13	In the Less Than Time field (if applicable), enter the latest date and time for the activities you want to filter.																		
14	<p>Click Go.</p> <p>Result: The Customer History list refreshes and displays only the activity matching your filter criteria.</p>  <table border="1"> <caption>Customer History (1 - 2 of 2)</caption> <thead> <tr> <th>Element ID</th> <th>Element Type</th> <th>Source Ent ID</th> <th>Target Ent ID</th> <th>Date & Time</th> <th>Performed By</th> </tr> </thead> <tbody> <tr> <td>33399988</td> <td>LD</td> <td>0</td> <td>1111777</td> <td>03/15/2006 02:26 PM EST</td> <td>doejane</td> </tr> <tr> <td>33399988</td> <td>LD</td> <td>0</td> <td>1111777</td> <td>03/15/2006 02:27 PM EST</td> <td>doejane</td> </tr> </tbody> </table>	Element ID	Element Type	Source Ent ID	Target Ent ID	Date & Time	Performed By	33399988	LD	0	1111777	03/15/2006 02:26 PM EST	doejane	33399988	LD	0	1111777	03/15/2006 02:27 PM EST	doejane
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User Audit Report

Introduction The **User Audit Rpt** screen allows you to track transactions for your enterprise. You will find if users successfully login or if a user was added to your Qwest Control Enterprise ID. This will also show the date and time the event(s) took place. You can also sort or filter the list to find specific items more quickly.

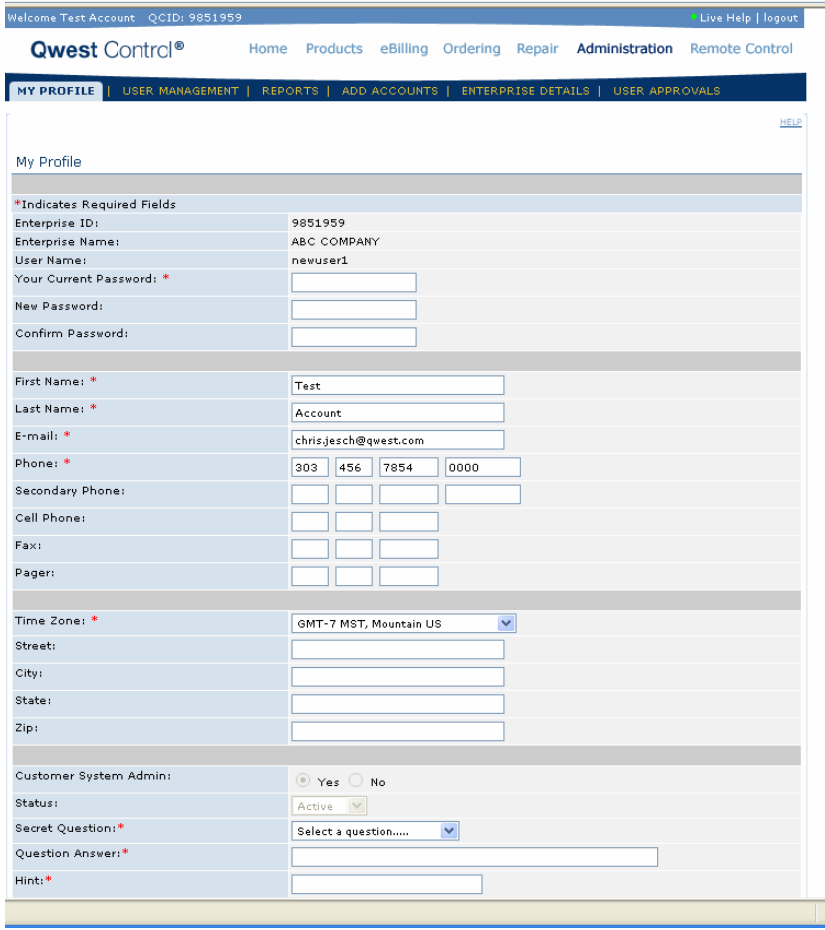
User Audit Report/Field & Descriptions

Overview The table below describes the fields and buttons displayed on the **User Audit Rpt** screen.

Field Name	Description
Transaction ID	This column displays the unique transaction ID for each activity that was performed.
Activity Desc	This column displays the activity being performed. Values may include the following: <ul style="list-style-type: none"> • Add user to enterprise • Qcontrol login • Remove user from enterprise • Update user for enterprise
User Enterprise Id	This column displays the Qwest Control Enterprise ID for each activity that was performed.
Transaction Date	This column displays the date and time for each activity that was performed.
Result	This column displays if the result was a 'Success' or a 'Failed'.

Viewing the User Audit Report

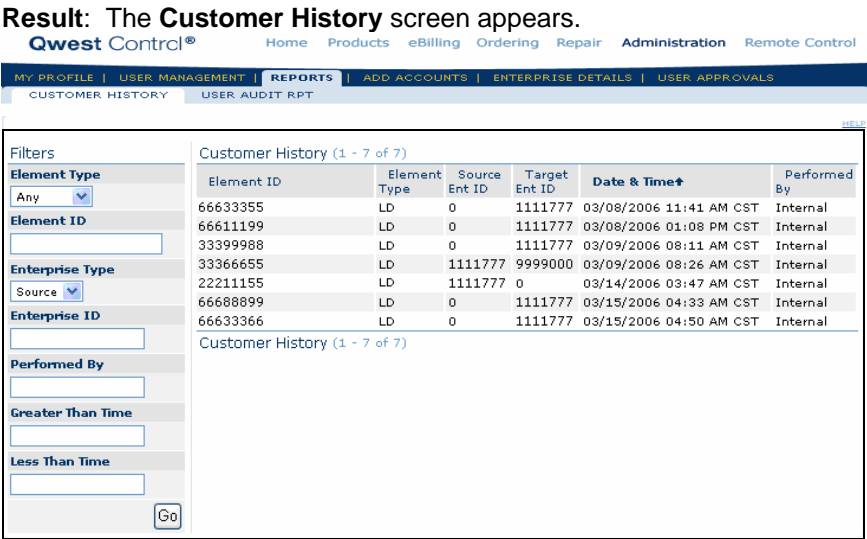
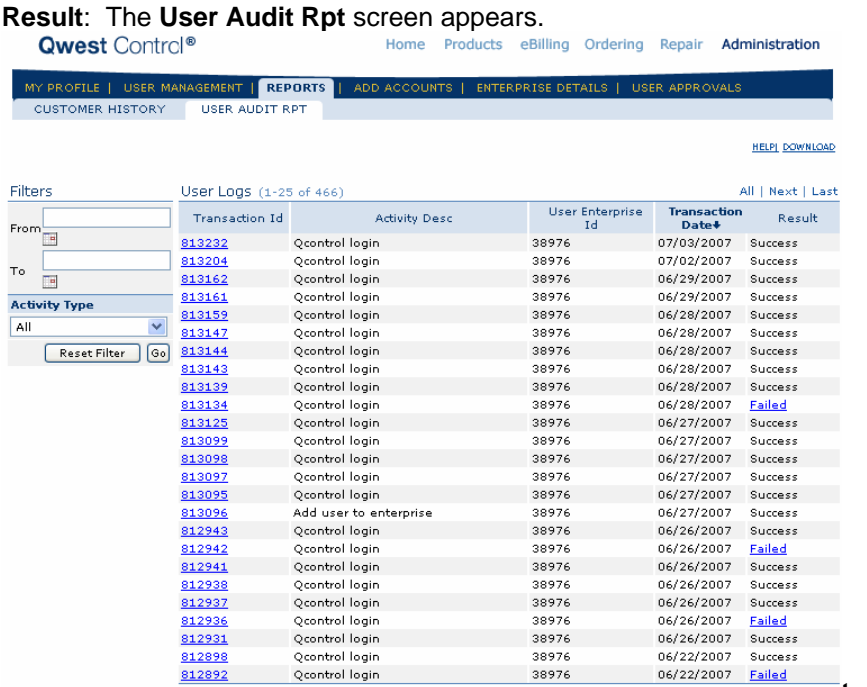
Procedure Follow the steps in the procedure below to **view** the **User Audit Rpt** list.

Step	Action
1	<p>From the Home page, click on the Administration module.</p> <p>Result: The My Profile application appears.</p>  <p>The screenshot shows the 'My Profile' page in the Qwest Control administration interface. At the top, there is a navigation bar with 'Qwest Control' logo and links for Home, Products, eBilling, Ordering, Repair, Administration, and Remote Control. Below this is a sub-navigation bar with 'MY PROFILE' selected, along with links for USER MANAGEMENT, REPORTS, ADD ACCOUNTS, ENTERPRISE DETAILS, and USER APPROVALS. The main content area is titled 'My Profile' and contains a form with the following fields and values:</p> <ul style="list-style-type: none"> Enterprise ID: 9851959 Enterprise Name: ABC COMPANY User Name: newuser1 Your Current Password: * New Password: Confirm Password: First Name: * Test Last Name: * Account E-mail: * chris.jesch@qwest.com Phone: * 303 456 7854 0000 Secondary Phone: Cell Phone: Fax: Pager: Time Zone: * GMT-7 MST, Mountain US Street: City: State: Zip: Customer System Admin: <input checked="" type="radio"/> Yes <input type="radio"/> No Status: Active Secret Question: * Select a question..... Question Answer: * Hint: *

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Viewing the User Audit Report, continued

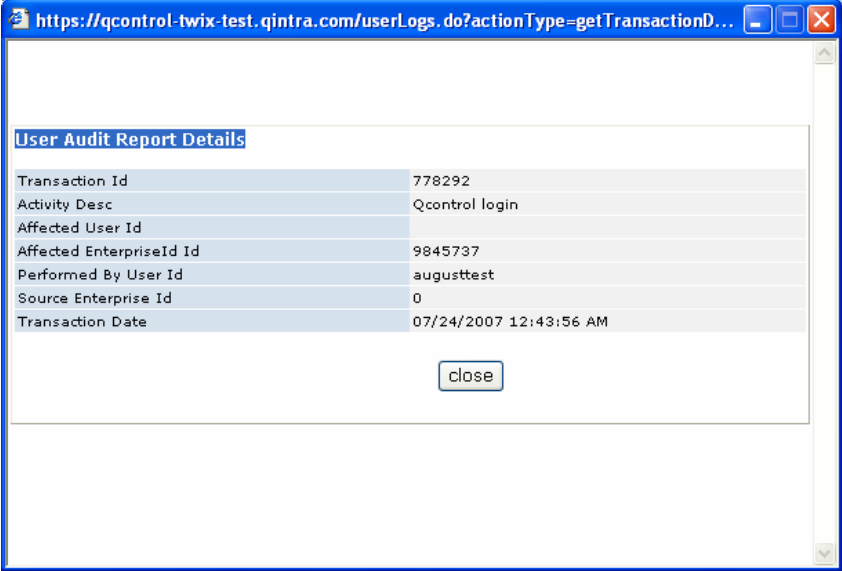

Procedure (continued)

Step	Action
2	<p>From the My Profile application, click on the Reports application.</p> <p>Result: The Customer History screen appears.</p> 
3	<p>From the Reports screen click on User Audit Rpt</p> <p>Result: The User Audit Rpt screen appears.</p> 

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Viewing the User Audit Report, continued

Procedure (continued)

Step	Action														
4	<p>From the User Audit Rpt click on the desired Transaction ID hyperlink</p> <p>Result: The User Audit Report Details screen appears.</p>  <p>The screenshot shows a web browser window with the URL <code>https://qcontrol-twix-test.qinfra.com/userLogs.do?actionType=getTransactionD...</code>. The main content area displays a table titled "User Audit Report Details" with the following data:</p> <table border="1"> <tr><td>Transaction Id</td><td>778292</td></tr> <tr><td>Activity Desc</td><td>Qcontrol login</td></tr> <tr><td>Affected User Id</td><td></td></tr> <tr><td>Affected EnterpriseId Id</td><td>9845737</td></tr> <tr><td>Performed By User Id</td><td>augusttest</td></tr> <tr><td>Source Enterprise Id</td><td>0</td></tr> <tr><td>Transaction Date</td><td>07/24/2007 12:43:56 AM</td></tr> </table> <p>Below the table is a "close" button.</p> <p>Click on  to exit window.</p>	Transaction Id	778292	Activity Desc	Qcontrol login	Affected User Id		Affected EnterpriseId Id	9845737	Performed By User Id	augusttest	Source Enterprise Id	0	Transaction Date	07/24/2007 12:43:56 AM
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Transaction Date	07/24/2007 12:43:56 AM														

Filtering User Audit Report

Procedure Follow the steps in the procedure below to **filter** the **User Audit Rpt** list.

Note: The filtering fields are provided in the left-hand navigation area of the screen; enter your filtering criteria as needed.

Step	Action
1	From the User Audit Rpt screen, select From date and then To date. You can either key in a date in format 'xx/xx/xxxx' or click on the calendar and click on the date needed.
2	In the Activity Type field select from the drop down All, Add user to enterprise, Qcontrol login, Remove user from enterprise, or Update user for enterprise

3

Click 

Result: The **User Audit Rpt** list refreshes and displays only the activity matching your filter criteria.

MY PROFILE | USER MANAGEMENT | **REPORTS** | ADD ACCOUNTS | ENTERPRISE DETAILS | USER APPROVALS

CUSTOMER HISTORY | USER AUDIT RPT

[HELP](#) | [DOWNLOAD](#)

Filters

From: 07/02/2007

To: 07/24/2007

Activity Type: Qcontrol login

User Logs (1-4 of 4)

Transaction Id	Activity Desc	User Enterprise Id	Transaction Date	Result
778304	Qcontrol login	9845737	07/24/2007	Success
778303	Qcontrol login	9845737	07/24/2007	Failed
778292	Qcontrol login	9845737	07/24/2007	Success
778123	Qcontrol login	9845737	07/20/2007	Success

User Logs (1-4 of 4)