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.

In this Chapter

This chapter contains the following topics:

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.

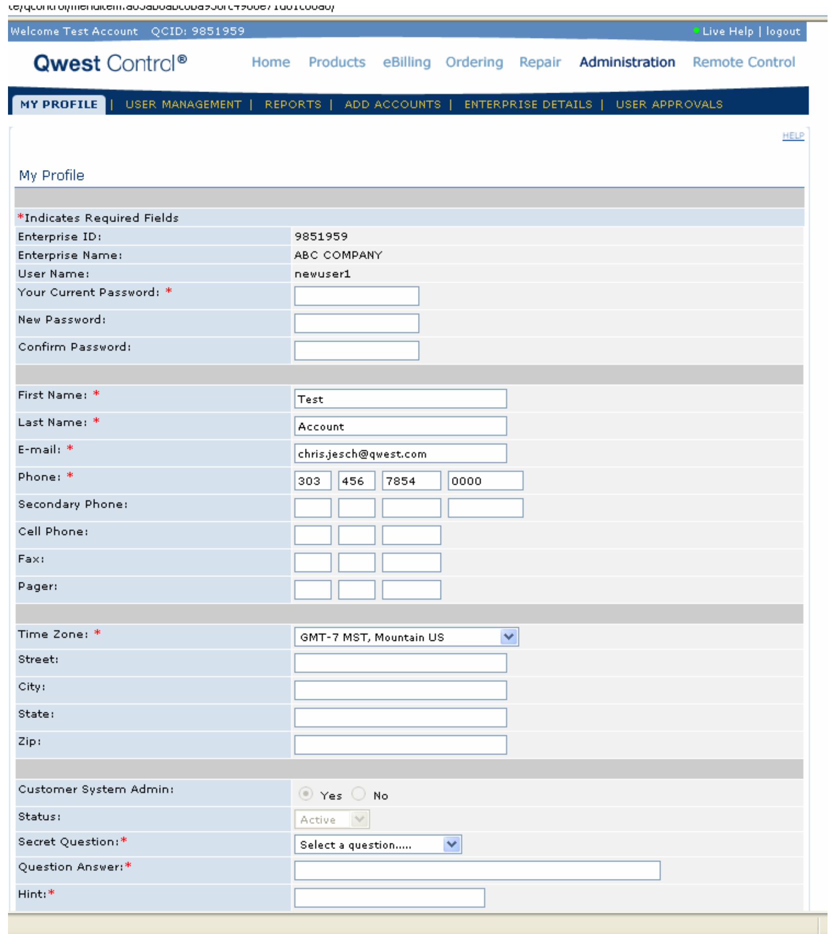
Field Name	Description
Element ID	This column displays the unique customer account number for each activity that was performed.
Element Type	This column displays the customer type for each activity that was performed. Values may include the following: • **LD (Long Distance Account Number)** • **DG (Discount 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 contact 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.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Home page, click on the Administration module.

Result: The My Profile application appears.


</td></tr>
</table>

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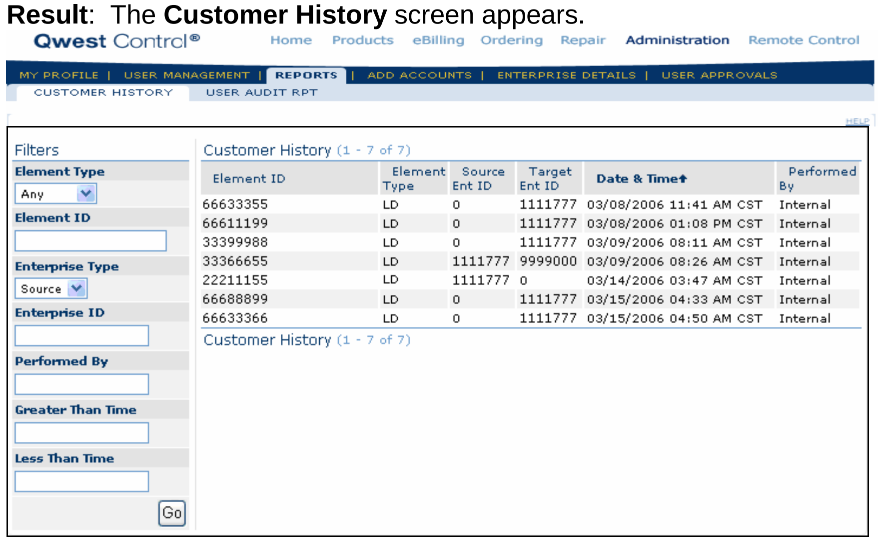
Viewing the Customer History, continued

Procedure (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>From the My Profile application, click on the Reports application.

Result: The Customer History screen appears.

</td></tr>
</table>

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.

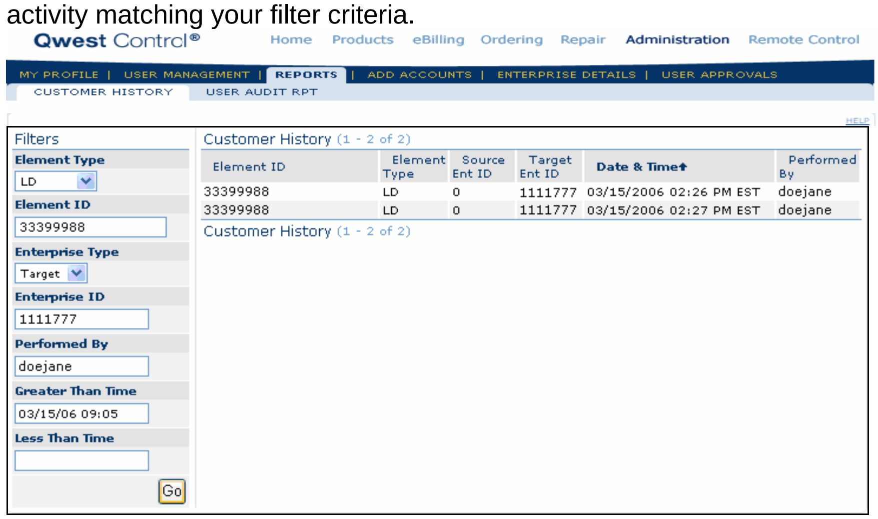
Filtering the Customer History

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	Click Go. **Result**: The **Customer History** list refreshes and displays only the activity matching your filter criteria.



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

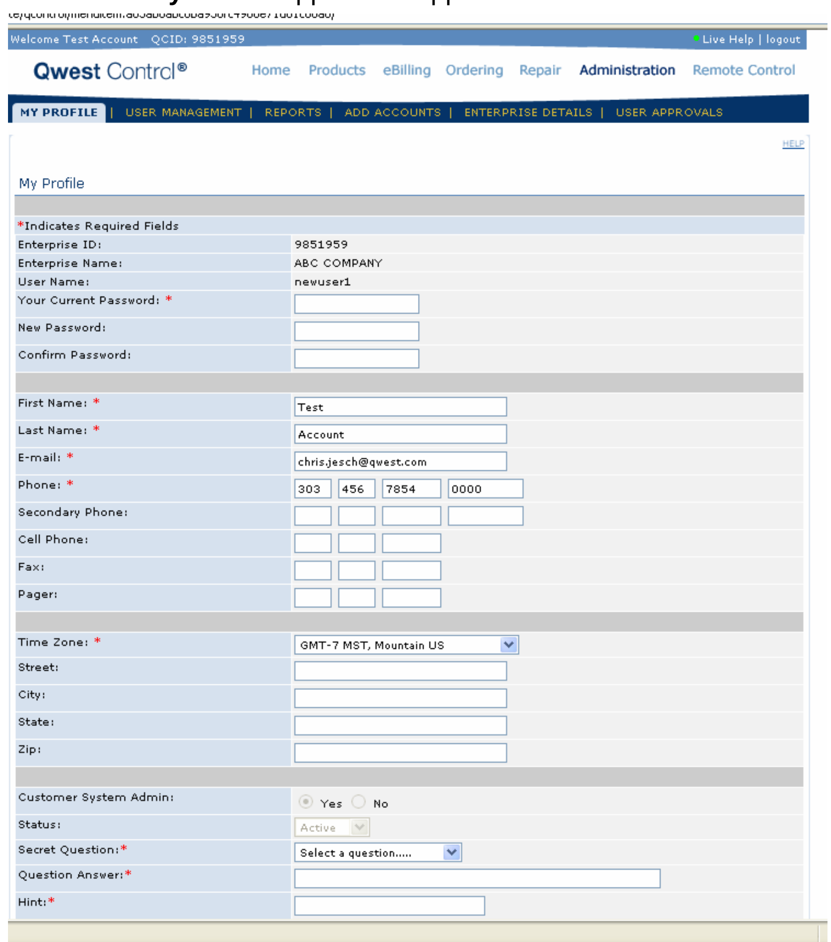
The table below describes the fields and buttons displayed on the **User Audit Rpt** screen.

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: • **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.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Home page, click on the Administration module.

Result: The My Profile application appears.


</td></tr>
</table>

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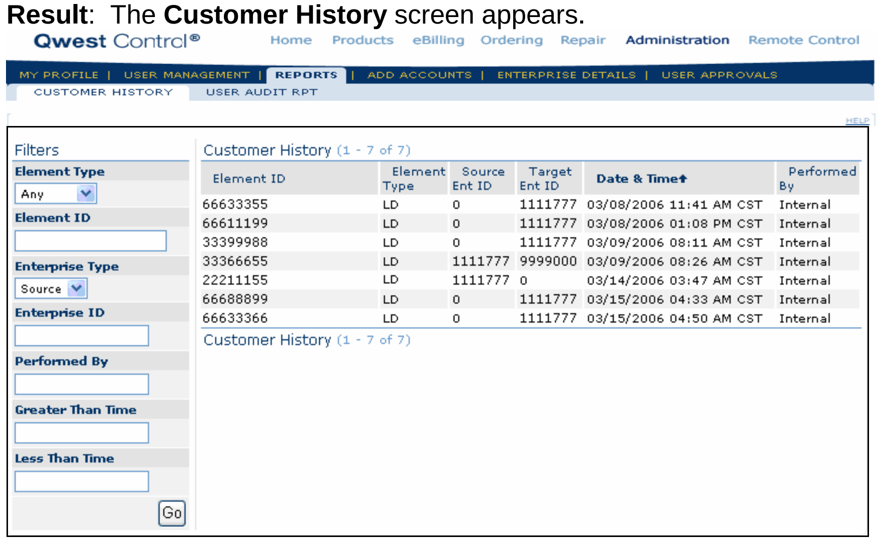
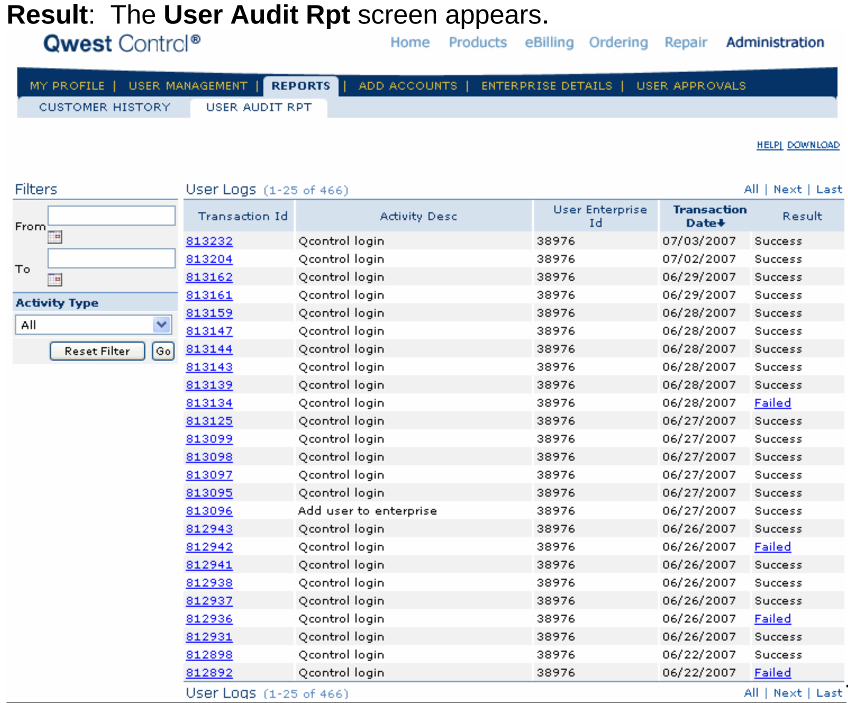
Viewing the User Audit Report, continued

Procedure (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>From the My Profile application, click on the Reports application.

Result: The Customer History screen appears.


</td></tr>
<tr><td>3</td><td>From the Reports screen click on User Audit Rpt

Result: The User Audit Rpt screen appears.


t</td></tr>
</table>

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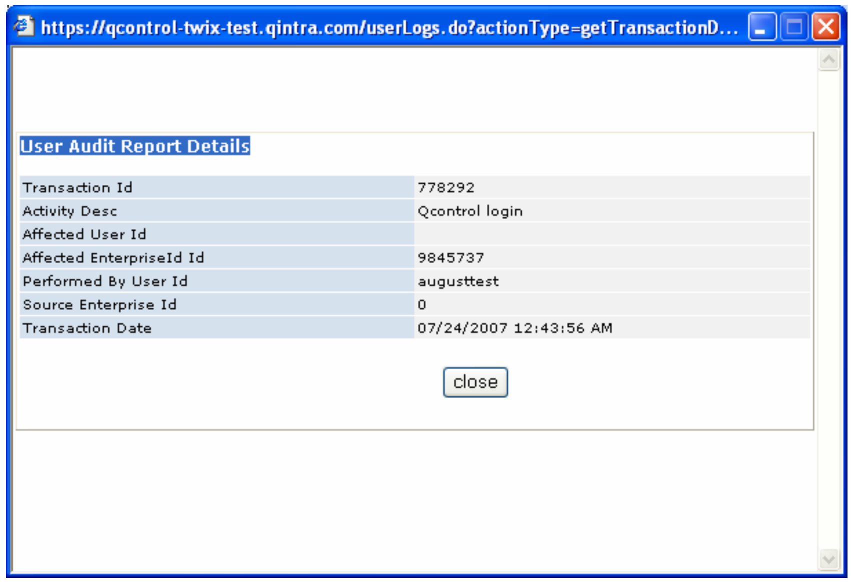
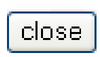
Viewing the User Audit Report, continued

Procedure (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>From the User Audit Rpt click on the desired Transaction ID hyperlink

Result: The User Audit Report Details screen appears.



Click on 
 to exit window.</td></tr>
</table>

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.