

Chapter 5: Reports Application

Overview

Introduction The **Reports** application allows you to view a history of billing accounts added to your Control Center 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 Control Center Enterprise ID. You can also sort or filter the list to find specific items more quickly.

Customer History/Field & Descriptions

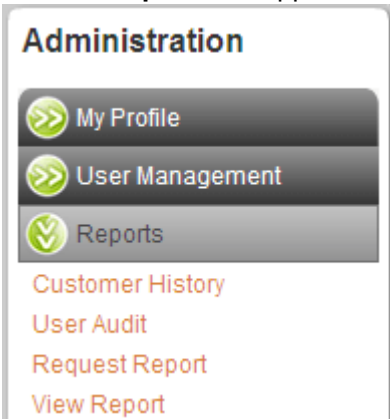
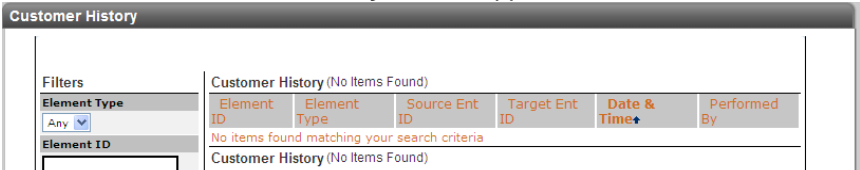
Overview The table below describes the fields and buttons displayed on the **Customer History** screen.

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 Control Center 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 Control Center 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 Reports link on the left hand Administration section.</p> <p>Result: Reports link appears</p>  <p>The screenshot shows a sidebar menu titled 'Administration'. It contains three main items: 'My Profile', 'User Management', and 'Reports'. The 'Reports' item is highlighted with a green checkmark icon. Below 'Reports', there are four sub-links: 'Customer History', 'User Audit', 'Request Report', and 'View Report'.</p>
2	<p>Next click on the Customer History link</p> <p>Result: The Customer History screen appears.</p>  <p>The screenshot shows the 'Customer History' screen. It has a title bar 'Customer History'. Below it, there is a 'Filters' section on the left with 'Element Type' set to 'Any' and an 'Element ID' input field. To the right, there is a table titled 'Customer History (No Items Found)'. The table has columns: 'Element ID', 'Element Type', 'Source Ent ID', 'Target Ent ID', 'Date & Time', and 'Performed By'. Below the table, a message states 'No items found matching your search criteria'.</p>

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 Control Center Enterprise ID.
4	From the Customer History screen, click on the Target Ent ID column label to sort the list by your Target Control Center 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 CenturyLink 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  . 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 Control Center 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


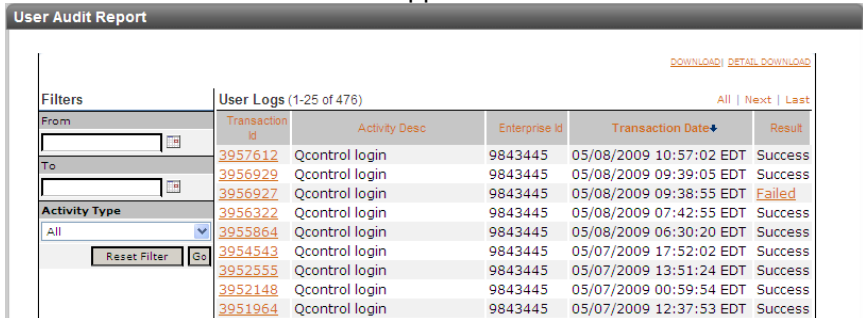
Overview

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 Control Center 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 Reports link on the left hand Administration section.</p> <p>Result: Reports links appears</p>  <p>The screenshot shows a sidebar menu titled 'Administration'. It contains several items: 'My Profile', 'User Management', 'Reports' (which is highlighted with a green checkmark icon), 'Customer History', 'User Audit', 'Request Report', and 'View Report'.</p>
2	<p>Next click on the User Audit link</p> <p>Result: The User Audit screen appears.</p>  <p>The screenshot shows the 'User Audit Report' screen. It features a 'Filters' section on the left with 'From' and 'To' date pickers, an 'Activity Type' dropdown set to 'All', and 'Reset Filter' and 'Go' buttons. The main area displays a table of 'User Logs (1-25 of 476)'. The table has columns for Transaction Id, Activity Desc, Enterprise Id, Transaction Date, and Result. The first few rows show 'Qcontrol login' activities with various transaction IDs and dates, mostly resulting in 'Success'.</p>

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Viewing the User Audit Report, continued

Procedure (continued)


Step	Action														
15	<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>User Audit Report Details</p> <table><tr><td>Transaction Id</td><td>3956927</td></tr><tr><td>Activity Desc</td><td>Qcontrol login</td></tr><tr><td>Affected User Id</td><td>mettel</td></tr><tr><td>Affected EnterpriseId Id</td><td>9843445</td></tr><tr><td>Performed By User Id</td><td>mettel</td></tr><tr><td>Source Enterprise Id</td><td>9843445</td></tr><tr><td>Transaction Date</td><td>05/08/2009 09:38:56 AM</td></tr></table> <p><input type="button" value="close"/></p> <p><input type="button" value="close"/></p> <p>Click on <input type="button" value="close"/> to exit window.</p>	Transaction Id	3956927	Activity Desc	Qcontrol login	Affected User Id	mettel	Affected EnterpriseId Id	9843445	Performed By User Id	mettel	Source Enterprise Id	9843445	Transaction Date	05/08/2009 09:38:56 AM
Transaction Id	3956927														
Activity Desc	Qcontrol login														
Affected User Id	mettel														
Affected EnterpriseId Id	9843445														
Performed By User Id	mettel														
Source Enterprise Id	9843445														
Transaction Date	05/08/2009 09:38:56 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.

User Audit Report

Filters

From

05/01/2009

To

05/08/2009

Activity Type

Qcontrol login

Reset Filter

Go

User Logs (1-25 of 44)

Transaction Id

Activity Desc

Enterprise Id

Transaction Date

Result

3957612

Qcontrol login

9843445

05/08/2009 10:57:02 EDT

Success

3956929

Qcontrol login

9843445

05/08/2009 09:39:05 EDT

Success

3956927

Qcontrol login

9843445

05/08/2009 09:38:55 EDT

Failed

3956322

Qcontrol login

9843445

05/08/2009 07:42:55 EDT

Success

3955864

Qcontrol login

9843445

05/08/2009 06:30:20 EDT

Success

3954543

Qcontrol login

9843445

05/07/2009 17:52:02 EDT

Success

3952555

Qcontrol login

9843445

05/07/2009 13:51:24 EDT

Success

DOWNLOAD

DETAIL DOWNLOAD