



Tactical Communications Training: VESTA Communicator Reports

April 22, 2019

10AM-11AM

VESTA Communicator Reports

Introduction to Reports

- ▶ The **Reports** module is used to work with scenario activations reports and pull custom reports from Contacts, Groups and Scenario Activations. This module allows for several things.
 - Firstly, it tracks all activated scenarios so reports can be generated for any currently running or prior scenario activations.
 - Additionally, the module allows for export of your *Contact* database, Group and Scenario Activation details.
- ▶ Reports can be opened in PDF format (with Adobe® Reader®) or downloaded in CSV format.
 - The **.csv Format (Excel)** option will display a *File Download* window with the option to **Save** or **Open** the report as an .csv file (comma separated values).
 - The .csv file format provides you with the raw data and can be opened in Excel for easy data manipulation, such as, sorting, formatting, etc., therefore the report legend will not be provided in this format.

Report Security

About Report Security:

- ▶ Only identified individuals with specific security roles, as assigned in the [Settings module](#), will have the ability to access **Reports**:
- ▶ The **Administrator** role gives the security user full access to all **VESTA Communicator** modules.
- ▶ The **Creator** role must have created a scenario or have explicit permission to a scenario (assigned in the **Scenarios** module at the **Security** page) to view/access reports for that scenario. *Be sure to give each other permission to access reports when you create new scenarios.*
- ▶ The **User** role must have explicit permission to a scenario (assigned in the **Scenarios** module at the **Security** page) to view/access reports for that scenario.

Viewing Reports from Activated Scenarios

All Activations—

- The **Reports** module allows scenario activation reports to be viewed or printed for the selected scenario. This module is used to access the complete history of scenario activations, providing documented results for every notification. The list of **Scenario Activations** will identify the scenario *Name*, the *Start Time (Date/Time)*, the *Stop Time (Date/Time)*, the current *Status* and *Activated By*.

Note: It may be necessary to bypass **Pop-up Blocker** in order to open VESTA Communicator reports. Hold down the **Ctrl** key on your keyboard, and then click the report link at the **Reports** page of VESTA Communicator. Continue holding down the **Ctrl** key until the report opens.

Viewing Reports from Activated Scenarios

Steps to View Reports for an Activated Scenario:

- From any page in VESTA Communicator, click the **Reports** tab heading. The **Reports Summary** page displays.
- If necessary, click [Refresh](#) to update scenario activation **Status** information (for an active scenario).
- At the **Reports Summary** page, click the radio button to select either **.pdf Format (Adobe)** or **.csv Format (Excel)**.
- Locate a specific scenario by using one of the following methods:
 - Use the page navigation options display at the bottom of a listing (e.g., Page 10 of 23).
 - To move from page to page, you can use the **Page** text box or the Previous or Next icons.
 - When using the **Page** text box, type the desired page number, then click **Go** to jump to the entered page number.
 - Sort the displayed information by clicking the column title/name. Indicators will display that define your sort, in ascending order or in descending order.

Viewing Reports from Activated Scenarios

Steps to View Reports for an Activated Scenario:

- Check the box to select one or more **Scenario Activation(s)** from the viewable page.
- Click the desired report name from the **Reports** menu.
 - One or more windows will open and display reports in the selected format.
 - If your report does not open immediately (large reports may require more than 30 seconds to download and will not open automatically) you may view all requested reports at the **Completed Reports** page.
- Check the box to select one or more reports from the viewable page.
- Click *Download Report* from the **Completed Reports** menu.
- Once a Report is listed in the Completed Reports tab, you can go back and reopen it multiple times.

Viewing Reports—Completed Reports Tab

VESTA™ Communicator

[Contacts](#)
[Groups](#)
[Messages](#)
[Scenarios](#)
[Surveys](#)
Reports
[Settings](#)

[Log Out](#) [Help](#)

Quick Actions

[Download Report](#)

[Delete Report](#)

How To ...

Completed Reports is used to access all previously requested reports.

To View Reports...

- 1) Review the Report Progress column to see the report is Complete.
- 2) Check the box to select one or more completed reports.
- 3) Click Download Report. The report opens in the format that was set when the report was requested.

Quick Reference...

[Report Field Definitions](#)

Reports Summary

need help?
offline

Look For: Search By: Report Name ▼

Filter By - Start Date: End Date:

All Activations
Completed Reports
Custom Report List
Run Report

Report Name	Report Type	Request Date ▼	Requested By	Report Progress
<input type="checkbox"/> 2019 - Widespread Outbreak of Hepatitis Among Drug Users and Homeless	Activation Detail (By Name)	4/12/2019 3:40:13 PM	JHAUPT	Complete
<input type="checkbox"/> 2019 - Widespread Outbreak of Hepatitis Among Drug Users and Homeless	Activation Contact Status	4/12/2019 3:38:57 PM	JHAUPT	Complete
<input type="checkbox"/> 2019 - Widespread Outbreak of Hepatitis Among Drug Users and Homeless	Activation Contact Status	4/12/2019 3:24:08 PM	JHAUPT	Complete
<input type="checkbox"/> report test	Test Report	4/10/2019 3:35:48 PM	JHAUPT	Complete
<input type="checkbox"/> report test	Test Report	4/10/2019 3:34:54 PM	JHAUPT	Complete
<input type="checkbox"/> 2019 Transportation Triage Q2	Group Contacts (pdf)	4/1/2019 7:58:34 PM	JHAUPT	Complete
<input type="checkbox"/> 2019 Transportation Triage Q2	Group Contacts (csv)	4/1/2019 7:58:16 PM	JHAUPT	Complete
<input type="checkbox"/> 2018 Transportation Triage Q3	Group Contacts (pdf)	4/1/2019 6:04:06 PM	JHAUPT	Complete

8 Total Record(s) Found

Select Page

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Picking the Correct Report

- ▶ Knowing what reports to use and when to print them can provide you with a complete record of critical information.
 - Printed reports are easily generated that contain information, such as who was called, when the call was made, the nature of the message delivered and the response of the person contacted.
 - Such reports will provide evidence that a reliable notification system was in place and that substantial efforts were made to respond quickly and efficiently.
- ▶ Knowing what information you need will help you decide which reports to run.
- ▶ Email all reports to yourself at the completion of the scenario that you might need to complete an AAR or to save for documentation of the event/incident in case of future questions or issues.

Report Overview

We will now view a video about each of the nine different report types available in VESTA Communicator and the information contained in each type.

Viewing Reports

Activation Contact Status Report LADHHOPH

Scenario Name:	2019 - Widespread Outbreak of Hepatitis Among Drug Users and Homeless	Priority:	Medium
Activated By:	JHAUPT	Business Hours Device Order:	E
Start Time:	03/26/19 03:44:35 PM (GMT-05:00) Central Time (US & Canada) (DST)	After Hours Device Order:	E
Stop Time:	03/26/19 06:44:35 PM (GMT-05:00) Central Time (US & Canada) (DST)	Number of Contact Attempts:	1
Total Duration:	3 Hours 0 Minutes 0 Seconds	Delay Between Attempts:	0 Minutes
Phone Lines	0	Cascade Calling Enabled:	No
Call Plan:	Default	Delay Between Contacts:	''
Call Flow Assigned:	Simple	Use MMS:	False

Report Types

- ▶ **Activation Contact Status Report** – Displays a listing of all contacts from all assigned groups, if an Attempt was made to contact them, if they have been Contacted, their Fill Status, Pickup Date and Time, their Device Detail and the Response to any phone Prompts display.

Contact Name	Attempted	Contacted	Fill Status	Pickup Date	Time	Device Detail	Prompt	Response
AARON, CASEY	Yes	No	NC			E ch2000_9@yahoo.com		
AARONOFF, MICHAEL	No	No	NC					
ABADCO, DUSTIN	Yes	No	NC			E dustinabadco@yahoo.com		
Abadie, Jeanne	Yes	No	NC			E jabadie@advocacyla.org		
ABAUNZA JR, ALFRED	Yes	No	NC			E alfredabaunza7@gmail.com		
ABBEN, RICHARD	No	No	NC					
Abdalian, Dr. Sue	Yes	No	NC			E sabdali@tulane.edu		
ABDALIAN, SUSAN	Yes	No	NC			E sabdalian@me.com		
ABDALLAH, MOKHTAR	Yes	No	NC			E mk_abdullah@hotmail.com		
ABDEHOU, DAVID	Yes	No	NC			E dabdehou@wkhs.com		
ABDELAL, AHMED	Yes	No	NC			E k Abdelal@gmail.com		
ABDELGHANI, RAMSY	Yes	No	NC			E ramsy16@gmail.com		
ABDELGHANI, SAMY	Yes	No	NC			E samy.abdelghani@ochsner.org		
ABDEL-SAYED, MYRIAM	Yes	No	NC			E msayed@pgacadiana.com		
ABDULLA, FAROOQ	Yes	No	NC			E DRDADDY55@aol.com		
ABDUL-RAZAK, BASIMA	Yes	No	NC			E basima91@hotmail.com		
ABEL, MICHAEL	No	No	NC					
ABEL, PHILIP	No	No	NC					
ABENDROTH, JADIE	Yes	No	NC			E Jadie.Abendroth@Gmail.Com		
ABERNATHY, DEBORAH	Yes	No	NC			E drdeb@cox.net		
ABI FADEL, FRANCOIS	Yes	No	NC			E af_francois@yahoo.com		
ABI RAFEH, NIDAL	Yes	No	NC			E abi_rafeh_nidal@hotmail.com		
ABI-RACHED, BASSAM	No	No	NC					
ABI-SAMRA, FREDDY	No	No	NC					
ABOU TURK, CHIRINE	Yes	No	NC			E cabuturk@hotmail.com		
ABOU-ISSA, FADI	No	No	NC					
ABRAHAM, JOSEPH	Yes	No	NC			E joe@booksXYZ.com		

CONFIDENTIAL INFORMATION

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Report Types

- **Activation Detail (By Last Name) Report** – Displays all calls made for a scenario activation sorted by contacts last name. Detailed will be listed for the Pickup Date and Time, the Duration of the call, the number of the Phone Line placing the call, whether the Direction was *Outbound*, *Inbound* or *Web*, the contacts Device Detail, Device Status and Number of Attempts to the specified device.

Pickup Date	Time	Duration	Line	Direction	Contact Name	Device Detail	Device Status	Device Attempts
3/26/2019	03:45:41 PM	0 m 0 s	0	O	AARON, CASEY	E ch2000_9@yahoo.com	J - Email sent	1
3/26/2019	03:45:05 PM	0 m 0 s	0	O	ABADCO, DUSTIN	E dustinabadco@yahoo.com	J - Email sent	1
3/26/2019	03:45:41 PM	0 m 0 s	0	O	Abadie, Jeanne	E jabadie@advocacyla.org	J - Email sent	1
3/26/2019	03:45:05 PM	0 m 0 s	0	O	ABAUNZA JR, ALFRED	E alfredabaunza7@gmail.com	J - Email sent	1
3/26/2019	03:46:09 PM	0 m 0 s	0	O	Abdalian, Dr. Sue	E sabdali@tulane.edu	J - Email sent	1
3/26/2019	03:45:05 PM	0 m 0 s	0	O	ABDALIAN, SUSAN	E sabdalian@me.com	J - Email sent	1
3/26/2019	03:45:05 PM	0 m 0 s	0	O	ABDALLAH, MOKHTAR	E mk_abdullah@hotmail.com	J - Email sent	1
3/26/2019	03:45:05 PM	0 m 0 s	0	O	ABDEHOU, DAVID	E dabdehou@wkhs.com	J - Email sent	1
3/26/2019	03:45:05 PM	0 m 0 s	0	O	ABDELAL, AHMED	E kabdelal@gmail.com	J - Email sent	1
3/26/2019	03:45:05 PM	0 m 0 s	0	O	ABDELGHANI, RAMSY	E ramsy16@gmail.com	J - Email sent	1
3/26/2019	03:45:05 PM	0 m 0 s	0	O	ABDELGHANI, SAMY	E samy.abdelghani@ochsner.org	J - Email sent	1
3/26/2019	03:46:01 PM	0 m 0 s	0	O	ABDEL-SAYED, MYRIAM	E msayed@pgacadiana.com	J - Email sent	1
3/26/2019	03:46:01 PM	0 m 0 s	0	O	ABDULLA, FAROOQ	E DRDADDY55@aol.com	J - Email sent	1
3/26/2019	03:46:01 PM	0 m 0 s	0	O	ABDUL-RAZAK, BASIMA	E basima91@hotmail.com	J - Email sent	1
3/26/2019	03:45:41 PM	0 m 0 s	0	O	ABENDROTH, JADIE	E Jadie.Abendroth@Gmail.Com	J - Email sent	1
3/26/2019	03:45:05 PM	0 m 0 s	0	O	ABERNATHY, DEBORAH	E drdebb@cox.net	J - Email sent	1
3/26/2019	03:45:05 PM	0 m 0 s	0	O	ABI FADEL, FRANCOIS	E af_francois@yahoo.com	J - Email sent	1
3/26/2019	03:45:05 PM	0 m 0 s	0	O	ABI RAFEH, NIDAL	E abi_rafeh_nidal@hotmail.com	J - Email sent	1
3/26/2019	03:46:01 PM	0 m 0 s	0	O	ABOU TURK, CHIRINE	E cabuturk@hotmail.com	J - Email sent	1
3/26/2019	03:45:01 PM	0 m 0 s	0	O	ABRAHAM, JOSEPH	E joe@booksXYZ.com	J - Email sent	1
3/26/2019	03:45:01 PM	0 m 0 s	0	O	ABRAHAM, MATTHEW	E MATTMDLA@GMAIL.COM	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	ABRAHAM, RALPH	E ellerbemd@gmail.cim	J - Email sent	1
3/26/2019	03:45:05 PM	0 m 0 s	0	O	ABRAHAM, SHAUN	E abraham.shaun@gmail.com	J - Email sent	1
3/26/2019	03:45:33 PM	0 m 0 s	0	O	ABRAMS JR, MATHEW	E mabrams1@earthlink.net	J - Email sent	1
3/26/2019	03:45:41 PM	0 m 0 s	0	O	ABREU, JULIANA	E JulianaDaSilvaAbreu@Yahoo.Com	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	ABRIAM, EVANGELINE	E e.abriam@yahoo.com	J - Email sent	1
3/26/2019	03:46:01 PM	0 m 0 s	0	O	ABUAZZA, GHAZALA	E abuazzag@yahoo.com	J - Email sent	1
3/26/2019	03:45:05 PM	0 m 0 s	0	O	ABUSO, CANDICE	E cabuso@yahoo.com	J - Email sent	1
3/26/2019	03:45:33 PM	0 m 0 s	0	O	ACCARDO, REBECCA	E Drraccardo@aol.com	J - Email sent	1
3/26/2019	03:45:41 PM	0 m 0 s	0	O	ACOSTA, BRYANT	E tacosta@winnchc.org	J - Email sent	1

Report Types

- **Activation Detail (By Time Report)** – Displays all calls made for a scenario activation sorted chronologically. Detailed will be listed for the Pickup Date and Time, the Duration of the call, the number of the Phone Line placing the call, whether the Direction was Outbound, Inbound or Web, the contacts Device Detail, Device Status and Number of Attempts to the specified device.

Pickup Date	Time	Duration	Line	Direction	Contact Name	Device Detail	Device Status	Device Attempts
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Adams Sr, Lynn	E laadams@ejgh.org	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Adams, LaQueta	E laqueta.adams@la.gov	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Akobi, Nezira	E nezira.akobi@la.gov	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Albright, Maria	E maria.albright@la.gov	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Alexander, Ken	E kalexander@lhaonline.org	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	AMPHION, CHARLOTTE	E charlotte.amphion@la.gov	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Andress, Knox	E wandr1@lsuhsc.edu	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	ANDRUS, GREG	E greg.andrus@la.gov	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Arledge, Frances	E farledge@lhaonline.org	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Babcock, Sarah	E sababcock@nola.gov	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Bailey, David	E dbailey@plantationmgt.com	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Bailey, Susan	E susan.bailey2@la.gov	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	BALSAMO, GARY	E gary.balsamo@la.gov	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Bankston, Brenda	E bbankston@ochsner.org	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Barleycorn, Lauren	E lbarleycorn@lhaonline.org	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Barrett, Carrie	E cbarrett@businessmgtservices.com	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Bartlett, Mary Ann (Missy)	E maryann.bartlett@la.gov	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Beaman, Rebecca	E rebecca.beaman@la.gov	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Beebe, Jacques	E jbeebe@asimgt.com	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Beene-Police, Julie	E julie.beene-police@la.gov	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Beetz, Kim	E region3drc@yahoo.com	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Belcher, Elizabeth (Liz)	E elizabeth.belcher@la.gov	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Bernard, Chad	E chad.bernard@acadian.com	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	BERRY, SUSAN	E sberry@lsuhsc.edu	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Billioux, Alexander (Alex)	E alexander.billioux@la.gov	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	BODLEY, GARCIA	E garcia.bodley@la.gov	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Book, Sandra	E sbook@prairiemanor.org	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Bordes, Sheila	E sheila.bordes@la.gov	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Boswell, Pamela	E Pamela.boswell@la.gov	J - Email sent	1
3/26/2019	03:44:49 PM	0 m 0 s	0	O	Bouvia, Erika	E Erika.Bouvia@la.gov	J - Email sent	1

Report Types

- ▶ **Activation Summary Report** – Displays a summary of the scenario activation information for **1) a summary of Device Status** which includes a **Total** displays a count of occurrences for each Device Status listed. The **Duration** is the sum total of hours, minutes and seconds that the calls took for the listed *Device Status* and **Average Duration** is the average hours, minutes and seconds that the calls took for the listed *Device Status*. **Note:** Email's will not show duration since they are sent to the network almost instantaneously. **2) Call Summary** of *Outbound* and *Inbound* calls showing the number of calls made and their duration and **3) Fill Status Summary (By Group)** showing the name of the groups, the groups **Total Positions**, the Required fill count, the number Qualified, Disqualified, the number Not Contacted, [Preciously Contacted](#) and/or Contacted Without Status.

Report Types

► Activation Summary Report –

Device Status	Total	Duration	Average Duration
J - Email sent successfully	6403	--	--
Total	6403	0 Hours 0 Minutes 0 Seconds	

Call Summary			
Outbound		0	
Outbound Average Call Duration		0 Hours 0 Minutes 0 Seconds	
Inbound		0	
Inbound Average Call Duration		0 Hours 0 Minutes 0 Seconds	
Total Call Time		0 Hours 0 Minutes 0 Seconds	

Fill Status Summary (By Group)							
	Total Members	Required	Qualified	Disqualified	Not Contacted	Attempted in Alternate Group	Contacted Without Status
2019 LDH-OPH EXECUTIVE LEADERSHIP Q1 2-6-19	63	63	0	0	63	0	0
2019 Regional Response Team	35	35	0	0	35	0	0
2019 Regional Nurse Managers Q1	9	9	0	0	9	0	0
2019 Hospital DRCs Q1	27	27	0	0	27	2	0
2019 Regional Zika Outreach Coordinators Q1	8	8	0	0	8	0	0
2019 EMS DRCs Q1	25	25	0	0	25	1	0
2018 Home Health DRCs Q1	11	11	0	0	11	0	0
2018 Nursing Home DRCs Q3	25	25	0	0	25	4	0
2019 BCP IC Team Q1 2-6-19	16	16	0	0	16	5	0
2019 BCP Staff WAEs Q1 2-11-19	8	8	0	0	8	0	0
2019 BCP Staff Q1 2-6-19	22	22	0	0	22	18	0
2018 BPCRH and Partners Q2	8	8	0	0	8	2	0

Report Types

► Activation Summary Report (continued) –

Fax Attachments	ExecutiveOrderPharmacistAdm.doc
Mobile Email Subject	This is a test of the VESTA Communicator notification system.
Mobile Email Message	This is a test of the VESTA Communicator notification system. Had this been an actual emergency, you would have received incident specific information or instructions. This is only a test.
Text Message	This is a test of the VESTA Communicator notification system. Had this been an actual emergency, you would have received incident specific information or instructions. This is only a test.
Answering Machine Message	This is a test of the VESTA Communicator notification system. Had this been an actual emergency, you would have received incident specific information or instructions. This is only a test.
Voice Message	This is a test of the VESTA Communicator notification system. Had this been an actual emergency, you would have received incident specific information or instructions. This is only a test.

Device Status Codes

A = Abandoned	K = Error Sending Email
B = Busy Line	N = No Answer
C = Disconnected	P = No Response
D = Fax Sent Successfully	Q = Email Qualification
E = Error Making Call	R = Rejected
G = Error Receiving Fax	S = Call Successful
H = Hangup	W = Web Check-in
I = Invalid Script	X = Error Sending Fax
J = Email Sent Successfully	

System: VESTA Communicator® 5.1.0

Printed On: Apr 12 2019 3:44PM (GMT-05:00) Central Time (US & Canada) (DST)

Report Types

- ▶ **Exception Report** – Summarizes **Group Information** for each group assigned to the scenario displaying Required Fill Count, Total Filled (Qualified), Total Open positions and Total Disqualified. In addition, the **Non-Qualifying** section will list, by group, contacts not responding to the activation, total Delivery Efforts, Device Detail, their Fill Status, and their Responses to the phone Prompts.

Group Information				
Group Name	Required Fill Count	Total Filled (Qualified)	Total Open	Total Disqualified
2019 Transportation Triage Q2	32	19	13	1

Non-Qualifying						
Group Name	Contact Name	Delivery Efforts	Device Detail	Fill Status	Prompt	Response
2019 Transportation Triage Q2	Boyea, Bruce	3	E - Operator intercept	NR		
	Butler, Timothy	2	J - Success	NR		
	Cleggett, George	3	S - VoiceMail	NR		
	Fortner, Deborah N	2	J - Success	NR		
	Guidry, Deborah	2	J - Success	NR		
	Honore, Pamela	3	S - Disqualify	DP	Respond	NO
	Hubbard, Tracy	3	S - VoiceMail	NR		
	Jarlock, Thomas	3	H - VoiceMail	NR		
	Lavoie Cain, Katherine	3	S - VoiceMail	NR		
	Macklin, Durand (Rudy)	3	C - Caller hung up	NR		
	Palmer, Jake	3	H - VoiceMail	NR		
	Poolson, Patricia	3	S - VoiceMail	NR		
	West, David	2	J - Success	NR		

Device Status Codes	
A = Abandoned	K = Error Sending Email
B = Busy Line	N = No Answer
C = Disconnected	P = No Response
D = Fax Sent Successfully	Q = Email Qualification
E = Error Making Call	R = Rejected
G = Error Receiving Fax	S = Call Successful
H = Hangup	W = Web Check-in
I = Invalid Script	X = Error Sending Fax

Fill Status Codes
FP = Filled Position
DP = Disqualified for Position
NC = Not Contacted
NR = No Response

Report Types

- **Qualification Report** – Summarizes **Group Information** for each group assigned to the scenario displaying Required Fill Count, Total Filled (Qualified), Total Open positions and Total Disqualified. In addition, the **Qualifying** section will list each group assigned to the scenario and detailed information concerning each contacts *Qualifying* statistics. Their Fill Status Date/Time and their Responses to the phone Prompts.

Group Information				
Group Name	Required Fill Count	Total Filled (Qualified)	Total Open	Total Disqualified
2019 Transportation Triage Q2	32	19	13	1

Qualifying				
Group Name	Contact Name	Fill Status Time	Prompt	Response
2019 Transportation Triage Q2	ATWOOD, CYNTHIA	4/2/2019 8:17:24 AM	Respond ETA	YES 08:00 AM
	Briscoe, Leonard	4/2/2019 8:17:07 AM		
	Brumfield, Jacob	4/2/2019 8:41:21 AM		
	Burstall, Ann	4/2/2019 8:17:55 AM	Respond ETA	YES 08:00 AM
	Crotwell, Dorothy S	4/2/2019 8:17:04 AM	Respond ETA	YES 08:00 AM
	Doran, Michelle	4/2/2019 8:21:11 AM	Respond	YES
	Duncan, Jana	4/2/2019 8:17:19 AM	Respond ETA	YES 07:30 AM
	Fleming, Malcom (Mike)	4/2/2019 8:18:18 AM	Respond ETA	YES 08:00 AM
	Harris, Pamela Denise	4/2/2019 9:13:35 AM		
	Henson, Robert	4/2/2019 8:16:33 AM	Respond ETA	YES 08:00 AM
	Jones, Johnathan	4/2/2019 8:17:44 AM	Respond ETA	YES 06:00 AM
	Metoyer, Pamela	4/2/2019 8:23:11 AM		
	Nguyen, Dzung	4/2/2019 8:31:16 AM		
	Pierce, Dionka	4/2/2019 8:16:44 AM	Respond ETA	YES 08:00 AM
	Prejean Jr, Thomas	4/2/2019 8:16:59 AM	Respond	YES
	Sartin, Cynthia	4/2/2019 8:20:09 AM		

Report Types

- **Qualification and Exception Report** – Displays a listing of contacts who Qualified and a listing of contacts that did Not qualify for each group assigned to the scenario. In addition, the contacts Fill Status, the Fill Status Time, the Number of Attempts to the device, the Device Status and the contacts response to any phone prompts in the Prompt and Response columns.

Group Information				
Group Name	Required Fill Count	Total Filled (Qualified)	Total Open	Total Disqualified
2019 Transportation Triage Q2	32	19	13	1

Qualifying				
Group Name	Contact Name	Fill Status Time	Prompt	Response
2019 Transportation Triage Q2	ATWOOD, CYNTHIA	4/2/2019 8:17:24 AM	Respond ETA	YES 08:00 AM
	Briscoe, Leonard	4/2/2019 8:17:07 AM		
	Brumfield, Jacob	4/2/2019 8:41:21 AM		
	Burstall, Ann	4/2/2019 8:17:55 AM	Respond ETA	YES 08:00 AM
	Crotwell, Dorothy S	4/2/2019 8:17:04 AM	Respond ETA	YES 08:00 AM
	Doran, Michelle	4/2/2019 8:21:11 AM	Respond	YES
	Duncan, Jana	4/2/2019 8:17:19 AM	Respond ETA	YES 07:30 AM
	Fleming, Malcom (Mike)	4/2/2019 8:18:18 AM	Respond ETA	YES 08:00 AM
	Harris, Pamela Denise	4/2/2019 9:13:35 AM		
	Henson, Robert	4/2/2019 8:16:33 AM	Respond ETA	YES 08:00 AM
	Jones, Johnathan	4/2/2019 8:17:44 AM	Respond ETA	YES 06:00 AM
	Metoyer, Pamela	4/2/2019 8:23:11 AM		
	Nguyen, Dzung	4/2/2019 8:31:16 AM		
	Pierce, Dionka	4/2/2019 8:16:44 AM	Respond ETA	YES 08:00 AM
	Prejean Jr, Thomas	4/2/2019 8:16:59 AM	Respond	YES

Report Types

► Qualification and Exception Report (continued) –

Qualifying						
Group Name	Contact Name	Fill Status	Time	Prompt	Response	
	Sartin, Cynthia	4/2/2019	8:20:09 AM			
	Wells, Michelle	4/2/2019	9:11:34 AM			
	Wilson, Ivory	4/2/2019	8:19:08 AM			
	Young, Lisa	4/2/2019	8:16:43 AM	Respond ETA	YES 10:00 AM	

Non-Qualifying						
Group Name	Contact Name	Delivery Efforts	Device Detail	Fill Status	Prompt	Response
2019 Transportation Triage Q2	Boyea, Bruce	3	E - Operator intercept	NR		
	Butler, Timothy	2	J - Success	NR		
	Cleggett, George	3	S - VoiceMail	NR		
	Fortner, Deborah N	2	J - Success	NR		
	Guidry, Deborah	2	J - Success	NR		
	Honore, Pamela	3	S - Disqualify	DP	Respond	NO
	Hubbard, Tracy	3	S - VoiceMail	NR		
	Jarlock, Thomas	3	H - VoiceMail	NR		
	Lavoie Cain, Katherine	3	S - VoiceMail	NR		
	Macklin, Durand (Rudy)	3	C - Caller hung up	NR		
	Palmer, Jake	3	H - VoiceMail	NR		
	Poolson, Patricia	3	S - VoiceMail	NR		
	West, David	2	J - Success	NR		

Device Status Codes

A = Abandoned	K = Error Sending Email
B = Busy Line	N = No Answer
C = Disconnected	P = No Response
D = Fax Sent Successfully	Q = Email Qualification
E = Error Making Call	R = Rejected
G = Error Receiving Fax	S = Call Successful
H = Hangup	W = Web Check-in
I = Invalid Script	X = Error Sending Fax
J = Email Sent Successfully	

Fill Status Codes

FP = Filled Position
DP = Disqualified for Position
NC = Not Contacted
NR = No Response

Report Types

- ▶ **Response Status Report** – This report specifically captures the responses to the phone prompts delivered in the assigned call flow templates, such as, *Can you respond?*, *What is your ETA (estimated time of arrival)*, *Are You OK?*, etc. The actual phone prompt and the responses to these prompts are displayed in the Response and Prompt fields. In addition, this report will list the Fill Status and the Fill Status Time for those contacts that have responded.

Group Name	Required Fill Count	Total Filled (Qualified)	Total Open	Total Disqualified
2019 Transportation Triage Q2	32	19	13	1

Group Name	Contact Name	Fill Status	Response Time	Prompt	Response
2019 Transportation Triage Q2	ATWOOD, CYNTHIA	FP	4/2/2019 8:17:24 AM	Respond ETA	YES 08:00 AM
	Boyea, Bruce	NR			
	Briscoe, Leonard	FP	4/2/2019 8:17:07 AM		
	Brumfield, Jacob	FP	4/2/2019 8:41:21 AM		
	Burstall, Ann	FP	4/2/2019 8:17:55 AM	Respond ETA	YES 08:00 AM
	Butler, Timothy	NR			
	Cleggett, George	NR			
	Crotwell, Dorothy S	FP	4/2/2019 8:17:04 AM	Respond ETA	YES 08:00 AM
	Doran, Michelle	FP	4/2/2019 8:21:11 AM	Respond	YES
	Duncan, Jana	FP	4/2/2019 8:17:19 AM	Respond ETA	YES 07:30 AM
	Fleming, Malcom (Mike)	FP	4/2/2019 8:18:18 AM	Respond ETA	YES 08:00 AM
	Fortner, Deborah N	NR			
	Guidry, Deborah	NR			
	Harris, Pamela Denise	FP	4/2/2019 9:13:35 AM		
	Henson, Robert	FP	4/2/2019 8:16:33 AM	Respond ETA	YES 08:00 AM
	Honore, Pamela	DP	4/2/2019 8:17:33 AM	Respond	NO
	Hubbard, Tracy	NR			
	Jarlock, Thomas	NR			
	Jones, Johnathan	FP	4/2/2019 8:17:44 AM	Respond ETA	YES 06:00 AM

Report Types

- **Scenario Personnel Status Report** – Displays a listing of all positions within each group assigned to the scenario, the fill number (order positions were filled), the contacts name (if the positions has not been filled, OPEN will display), the Fill Status Time and the contacts response to any phone prompts in the Prompt and Response columns.

Group Name	Required Fill Count	Total Filled (Qualified)	Total Open	Total Disqualified
2019 Transportation Triage Q2	32	19	32	1

Group Name	Fill Order	Contact Name	Fill Status Time	Prompt	Response
2019 Transportation Triage Q2	1	Henson, Robert	4/2/2019 8:16:33 AM	Respond ETA	YES 08:00 AM
	2	Young, Lisa	4/2/2019 8:16:43 AM	Respond ETA	YES 10:00 AM
	3	Pierce, Dionka	4/2/2019 8:16:44 AM	Respond ETA	YES 08:00 AM
	4	Prejean Jr, Thomas	4/2/2019 8:16:59 AM	Respond	YES
	5	Crotwell, Dorothy S	4/2/2019 8:17:04 AM	Respond ETA	YES 08:00 AM
	6	Briscoe, Leonard	4/2/2019 8:17:07 AM		
	7	Duncan, Jana	4/2/2019 8:17:19 AM	Respond ETA	YES 07:30 AM
	8	ATWOOD, CYNTHIA	4/2/2019 8:17:24 AM	Respond ETA	YES 08:00 AM
	9	Jones, Johnathan	4/2/2019 8:17:44 AM	Respond ETA	YES 06:00 AM
	10	Burstall, Ann	4/2/2019 8:17:55 AM	Respond ETA	YES 08:00 AM
	11	Fleming, Malcom (Mike)	4/2/2019 8:18:18 AM	Respond ETA	YES 08:00 AM
	12	Wilson, Ivory	4/2/2019 8:19:08 AM		
	13	Sartin, Cynthia	4/2/2019 8:20:09 AM		
	14	Doran, Michelle	4/2/2019 8:21:11 AM	Respond	YES
	15	Metoyer, Pamela	4/2/2019 8:23:11 AM		
	16	Nguyen, Dzung	4/2/2019 8:31:16 AM		
	17	Brumfield, Jacob	4/2/2019 8:41:21 AM		
	18	Wells, Michelle	4/2/2019 9:11:34 AM		

Running Reports

Run Report:

- **Run Report** allows users to view and generate a custom report against *Contact*, *Group* and *Scenario Activation* data.
- Newly created **Custom Report** templates will display in the **Report Name** drop down.
- Depending on the size of the data set, the report may take seconds, minutes or in some cases, upwards of an hour to generate allows you to run any of the available report templates instead of having to go to each of the individual tabs to run related reports.
- The **Run Report** tab allows users to view and generate custom templates.

Running Reports

To Run Reports:

- Select the desired **Report Category**: *Activation, Contacts or Groups*. The screen information will change based on the selected category.
- Select the **Report Name**. Report Name will display all created report templates and activation reports.
- For Activation and Groups, select the desired entity to run report against. Searching and filter can be used to narrow down the grid contents.
- Click the **Run Report** button.
- The report will pop-up on the screen. It will also display in the **Completed Reports** tab.

Schedule Custom Reports:

- Custom Report templates can be configured to be available as scheduled reports within a Scenario and ad-hoc reports by selecting this option while creating a Custom Report template.

Searching Reports

Search Reports:

- Type in all or part of the search text you wish to find in the **Look For** text box, then select the criteria in the **Search By** drop-down list: *Report Name, Report Type or Requested Report*.
 - Additionally, search can be Filtered By *Start Date* and *End Date* .
- Here are a couple of things to keep in mind when searching for specific information:
 - Only Scenarios that have the related information in their records will appear in the selected tab view.
 - The **Look For/Search By** criteria will be retained (e.g., when you click a different tab heading, the search criteria is retained and displayed in the selected view) until you use the Clear button to remove the selected criteria.

Viewing Reports

- ▶ If you are having issues opening your reports, it might be due to Pop-up Blockers.
- ▶ To Bypass Pop-up Blocker to View Reports—
 - Follow these Steps to Permit VESTA Communicator Reports to Display:
 - ◆ To bypass **Pop-up Blocker** in order to open VESTA Communicator reports, hold down the **Ctrl** key on your keyboard, and then click the report link at the **Reports** page of VESTA Communicator. Continue to hold the **Ctrl** key down until the report opens.

Saving Reports

Note:

- Since the Reports module essentially acts as an historical accounting of all activated scenarios, it can get very large, which in turn, uses system resources. To optimize system performance, **purges of the reports** in our VESTA Communicator companies are set to **automatically occur every 120 days** because we have a hosted system.
- **To assure you have reports for drills (call downs) and events whenever you need them, be sure to schedule the reports you need to be sent to you by email at the completion of the scenario.**
- Remember for PHERCs and HNCs, your security type (Creators) is only allowed to receive reports for scenarios you create or are given permission to have access to these reports. **Be sure to add each other to scenarios when you create them.**

Custom Reports

Custom Report List:

- ▶ **The Custom Report List** is used to create, edit or delete custom report templates. A *Custom Report Template* specifies the report fields and their layout. The **Custom Report List** provides users with a complete listing of the previously created report templates. From this screen users can **Add Custom Report**, **Change Custom Report**, and **Delete Custom Report** from the *Quick Actions* menu.

Search for Reports:

- ▶ Search is a quick and easy way to find and work with a subset of data in a list. The search results will display only **Reports** with records that meet the criteria you specify. Type in all or part of the search text you wish to find in the **Look For** text box, then select the criteria in the **Search By** dropdown list: *Report Name*, *Description*, or *Category*.

Custom Reports

To create a Custom Report template:

- ▶ Select **Add Custom Reports** from the *Quick Action* menu on the Report Summary screen.
- ▶ Enter a unique **Report Name**.
- ▶ Select a **Report Category**: *Activation, Contacts or Groups*.
- ▶ Based on the selected Report Category (Activation, Contacts or Groups), follow the appropriate steps that will be outlined in the following slides.

Custom Reports

Steps to create an Activation Custom Report template:

- ▶ Choose an existing **Report Template** to base your template. These reports include: Activation Contact Status, Activation Detail (By Name), Activation Detail (By Time), Activation Response Report, Activation Summary, Exception, Qualification
- ▶ (Optional) Check the box **Show report name as a quick action link on appropriate NXTPortal tab for all users** to allow the *Custom Report* to display on the associated section within the application, **Reports > All Activations> Reports** quick action menu.
- ▶ (Optional) Check the box **Report can be scheduled for interval/completion delivery (activation category only)**. This allows reports to be automated when creating a **Scenario** in *Scenario Details> Reports*. **Reports** can be configured to print and/or emailed at defined intervals or upon completion, in addition to being sent to email addresses or defined printer locations.

Custom Reports

Steps to create an Activation Custom Report template (continued):

- ▶ **Report Fields:** The selected report options display below. Check all the fields you wish to display on the report. Fields are broken out into different sections which include; *Activation Header Fields*, *Activation Detail Fields*, *Contact General Information Fields*, *Contact Device Fields*, and *Contact Custom Fields*. Use the check boxes to select which fields to display on your report.
- ▶ **Field Order:** Define the desired order in which columns will display in your report. Use the *Move First*, *Move Up*, *Move Down*, and *Move Last* buttons to sort the *Column Order* for this report. Columns may be moved one at a time.
- ▶ Select **Save** to complete the **Report Template** and then select **Back to Summary** on the **Quick Actions** menu.
- ▶ The report displays on the **Custom Report List** menu.

Custom Reports

Steps to create an Activation Custom Report template (continued):

- ▶ **Note:** If *Show report name as a quick action link on appropriate NXTPortal tab for all users* is selected, **Is Interactive** will contain a value of *True* on the Custom Reports screen. If the box is not selected when creating the Custom Report the value will display as *False*.
- ▶ **Note:** If *Report can be scheduled for interval/completion delivery (activation category only)* is selected, **Is Interactive** will contain a value of *True* on the Custom Reports screen. If the box is not selected when creating the **Custom Report** the value will display as *False*.

Custom Reports

Steps to create a Contact Report template:

- ▶ Choose an existing **Report Template** to base your template: *Contact Report*.
- ▶ (Optional) Check the box **Show report name as a quick action link on appropriate NXTPortal tab for all users** to allow the *Custom Report* to display on the associated section within the application, **Contacts** module.
- ▶ **Report Fields:** The selected report options display below. Check all the fields you wish to display on the report. Fields are broken out into different sections which include; *Contact General Information Fields*, *Contact Device Fields* and *Contact Custom Fields*. Use the check boxes to select which fields to display on your report.

Custom Reports

Steps to create a Contact Report template (continued):

- ▶ **Field Order:** Define the desired order in which columns will display in your report. Use the *Move First*, *Move Up*, *Move Down*, and *Move Last* buttons to sort the *Column Order* for this report. Columns may be moved one at a time.
- ▶ Select **Save** to complete the **Report Template** and then select **Back to Summary** on the **Quick Actions** menu.
- ▶ The report displays on the **Custom Report List** menu.
- ▶ **Note:** If *Show report name as a quick action link on appropriate NXTPortal tab for all users* is selected, *Is Interactive* will contain a value of *True* on the Custom Reports screen. If the box is not selected when creating the Custom Report the value will display as *False*.

Custom Reports

Steps to create a Contact Report template:

- ▶ Choose an existing **Report Template** to base your template: *Group Report*.
- ▶ (Optional) Check the box **Show report name as a quick action link on appropriate NXTPortal tab for all users** to allow the *Custom Report* to display on the associated section within the application, **Groups** module.
- ▶ **Report Fields:** The selected report options display below. Check all the fields you wish to display on the report. Fields are broken out into different sections which include; *Group Detail Fields*, *Contact General Information Fields*, *Contact Device Fields*, and *Contact Custom Fields*. Use the check boxes to select which fields to display on your report.

Custom Reports

Steps to create a Contact Report template (continued):

- ▶ **Field Order:** Define the desired order in which columns will display in your report. Use the *Move First*, *Move Up*, *Move Down*, and *Move Last* buttons to sort the *Column Order* for this report. Columns may be moved one at a time.
- ▶ Select **Save** to complete the **Report Template** and then select **Back to Summary** on the **Quick Actions** menu.
- ▶ The report displays on the **Custom Report List** menu.
- ▶ **Note:** If *Show report name as a quick action link on appropriate NXTPortal tab for all users* is selected, Is Interactive will contain a value of *True* on the Custom Reports screen. If the box is not selected when creating the Custom Report the value will display as *False*.

Custom Reports

To modify a Custom Report template:

- ▶ Select desired **Report Name**.
- ▶ Select ***Change Custom Report*** on the **Quick Actions** menu.
- ▶ Select **Save** after report has been updated. ***Report Category*** is the only option that cannot be modified.

To delete a Custom Report template:

- ▶ Select desired **Report Name**.
- ▶ Select ***Delete Custom Report*** on the **Quick Actions** menu.

QUESTIONS

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