

### Where are the reports located?

Click the **Reports** tab on the My QuestionPoint page. Then access your reports through the menu links under the tab.

**Note:** To review your transcripts and questions, click the **Review Transcripts** tab in the Ask module.

### What reports are available?

#### Types of reports

Type	Description
Activity statistics	You request activity statistics by time period and view statistics about actions that occurred during that period.
Counts of Current Data	Counts of current data are taken at the moment requested from active data, such as your current questions/transcripts.

#### Activity statistics

No.	Report	Frequency*	Who views**
1	Institution List, Report by	A, M, D, H	G
2	Librarian List, Report by	A, M, D, H	I, G
3	Subscription Group, Report by Single	A, M, D	G
4	Virtual Group, Report by Single	A, M, D	I, G, V
5	Institution Report	A, M, D	L, I, G
6	Librarian, Report by Single	A, M, D	L, I, G

#### Counts of current data

No.	Report	Who views**
7	Descriptive Codes	A, I, G
8	Librarian Accounts, List of	G
9	Knowledge Base Records, Reports of	G
10	Profile Contact Information, Reports of	G
11	Profile Information, Reports of	G
12	Patron ID, Number of Questions by	I, G
13	Sessions, Reports of	A, I, G
14	Sessions by Authorization, Reports of	A, I, G
15	Resolution Codes	A, I, G
16	Profile Status, Statistics of	G

#### Other reports

No.	Report	Who views**
17	QuestionPoint (service-wide) Usage Report	L, A, I, G
18	Suggest A Report	I, G

\* Available frequencies: **Annual**, **Monthly**, **Daily**, **Hourly**

\*\* Who views: **Librarian**, **Ask admin.**, **Institution admin.**, **Group (Subscription Group) admin.**, **Virtual Group admin.**

### Where is the information that I need?

#### Chat session statistics

Needed information	Report no.
Session and wait times	1,3,5
Sessions your patrons requested	1,3,4,5,13,14
Sessions requested when no librarians were monitoring	1,3,4,5
Sessions your librarians handled (regardless where the patrons came from)	1,3,4,5,13,14
Transcripts deleted	1,3,5,6
Your library's patrons: Picked up by you/librarian/institution/group Picked up by a group library Picked up by a 24/7 Cooperative library	13,14
Others' patrons you/librarian/institution/group picked up: A group library's patrons A 24/7 Cooperative library's patrons	13,14
Follow ups you/librarian/institution/group handled Your group's patrons The Cooperative's patrons	14
Descriptive Codes	7
Resolution Codes	15
Contact Information	10

#### E-mail reference statistics

Needed information	Report no.
Questions received	1,3,4,5
Answers sent	1-6
Questions referred	1-6
Referrals received	1,3,4,5
Questions deleted	1,3,5,6
Knowledge base records	9
Profile	10,11
Patrons	12
Librarian accounts	8
Descriptive Codes	7
Contact Information	10

## Reports simplification

In March 2008:

- All QuestionPoint statistical reports became accessible from the Reports tab on the My QuestionPoint page.
- Tools for reviewing transcripts and questions became accessible from the Review Transcripts tab in the Ask module.

Old location	New location
Administration Module	My QuestionPoint Reports tab
History Tab	Activity Statistics
Current Tab	Counts of Current Data
Ask Module Reports tab	
Sessions	Counts of Current Data
Sessions by Authorization	Counts of Current Data
Descriptive Codes	Counts of Current Data
Resolution Codes	Counts of Current Data
	Ask Module Review Transcripts tab
General	General
Form Fields	Form Fields
Offline Reports	Offline Reports

## Troubleshooting and support

- Document problems that you encounter so you can describe them when you request support.
- **OCLC support staff:** E-mail: [support@oclc.org](mailto:support@oclc.org)  
Telephone: 1-800-848-5800 (USA) or +1-614-793-8682  
(7:00 a.m. to 9:00 p.m., U.S. Eastern time, Monday–Friday)

## Resources

- **Reports glossary:**

[http://www.questionpoint.org/crs/html/help/en/admin/ad\\_reports\\_glossary.html](http://www.questionpoint.org/crs/html/help/en/admin/ad_reports_glossary.html)

In March 2008, the reports covered by this glossary were moved from the Administration Module to My QuestionPoint (Home module) where they are located under the Reports tab. This glossary has not been revised yet to show the new location of the reports. However, the descriptions of reports and fields included in this glossary are still accurate.

- **Review Your Transcripts Online:**

[http://www.questionpoint.org/support/documentation/gettingstarted/qp\\_reviewonline\\_ref.pdf](http://www.questionpoint.org/support/documentation/gettingstarted/qp_reviewonline_ref.pdf)

- **Review Your Transcripts Offline:**

[http://www.questionpoint.org/support/documentation/gettingstarted/qp\\_reviewoffline\\_ref.pdf](http://www.questionpoint.org/support/documentation/gettingstarted/qp_reviewoffline_ref.pdf)

- **Training resources:**

<http://www.questionpoint.org/education/index.html>

- **Documentation:** <http://www.questionpoint.org/support/documentation/gettingstarted/index.html>

## Comments, suggestions, feedback

Please send us your comments about this quick reference at <http://www.surveymonkey.com/s.asp?u=685031335509>