About QuestionPoint reports

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, navigate to Ask > Review Transcripts.

What reports are available?

Types of reports

<table>
<thead>
<tr>
<th>TYPE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity Statistics</td>
<td>You request activity statistics by time period and view statistics about actions that occurred during that period.</td>
</tr>
<tr>
<td>Counts of Current Data</td>
<td>Counts of current data are taken at the moment requested from active data, such as your current questions/transcripts.</td>
</tr>
</tbody>
</table>

Activity statistics

<table>
<thead>
<tr>
<th>NO.</th>
<th>REPORT</th>
<th>FREQUENCY*</th>
<th>WHO VIEWS**</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Institution List, Report by A, M, D, H</td>
<td>A, M, D, H</td>
<td>G</td>
</tr>
<tr>
<td>2</td>
<td>Librarian List, Report by A, M, D, H</td>
<td>A, M, D, H</td>
<td>I, G</td>
</tr>
<tr>
<td>3</td>
<td>Subscription Group, Report by Single A, M, D</td>
<td>A, M, D</td>
<td>G</td>
</tr>
<tr>
<td>5</td>
<td>Institution Report</td>
<td>A, M, D</td>
<td>L, I, G</td>
</tr>
</tbody>
</table>
## Counts of current data

<table>
<thead>
<tr>
<th>NO.</th>
<th>REPORT</th>
<th>WHO VIEWS**</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Descriptive Codes</td>
<td>A, I, G</td>
</tr>
<tr>
<td>8</td>
<td>Librarian Accounts, List of</td>
<td>G</td>
</tr>
<tr>
<td>9</td>
<td>Knowledge Base Records, Reports of</td>
<td>G</td>
</tr>
<tr>
<td>10</td>
<td>Profile Contact Information, Reports of</td>
<td>G</td>
</tr>
<tr>
<td>11</td>
<td>Profile Information, Reports of</td>
<td>G</td>
</tr>
<tr>
<td>12</td>
<td>Patron ID, Number of Questions by</td>
<td>I, G</td>
</tr>
<tr>
<td>13</td>
<td>Sessions, Reports of</td>
<td>A, I, G</td>
</tr>
<tr>
<td>14</td>
<td>Sessions by Authorization, Reports of</td>
<td>A, I, G</td>
</tr>
<tr>
<td>15</td>
<td>Resolution Codes</td>
<td>A, I, G</td>
</tr>
<tr>
<td>16</td>
<td>Profile Status, Statistics of</td>
<td>G</td>
</tr>
</tbody>
</table>

## Other reports

<table>
<thead>
<tr>
<th>NO.</th>
<th>REPORT</th>
<th>WHO VIEWS**</th>
</tr>
</thead>
<tbody>
<tr>
<td>17</td>
<td>QuestionPoint (service-wide) Usage Report</td>
<td>L, A, I, G</td>
</tr>
<tr>
<td>18</td>
<td>Suggest a Report</td>
<td>I, G</td>
</tr>
</tbody>
</table>

*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

<table>
<thead>
<tr>
<th>NEEDED INFORMATION</th>
<th>REPORT NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Session and wait times</td>
<td>1, 3, 5</td>
</tr>
<tr>
<td>Sessions your patrons requested</td>
<td>1, 3, 4, 5, 13, 14</td>
</tr>
<tr>
<td>Sessions requested when no librarians were monitoring</td>
<td>1, 3, 4, 5</td>
</tr>
<tr>
<td>Sessions your librarians handled (regardless where the patrons came from)</td>
<td>1, 3, 4, 5, 13, 14</td>
</tr>
<tr>
<td>Transcripts deleted</td>
<td>1, 3, 5, 6</td>
</tr>
</tbody>
</table>

**Your library’s patrons:**

- Picked up by you/librarian/institution/group
- Picked up by a group library
- Picked up by a 247 Cooperative library

**Others’ patrons you/librarian/institution/group picked up:**

- A group library’s patrons
- A 24/7 Cooperative library’s patrons

**Follow ups you/librarian/institution/group handled**

- Your groups’ patrons
- The Cooperative’s patrons

**Descriptive Codes**

- 7

**Resolution Codes**

- 15

**Contact Information**

- 10
Email reference statistics

<table>
<thead>
<tr>
<th>NEEDED INFORMATION</th>
<th>REPORT NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Questions received</td>
<td>1, 3, 4, 5</td>
</tr>
<tr>
<td>Answers sent</td>
<td>1-6</td>
</tr>
<tr>
<td>Questions referred</td>
<td>1-6</td>
</tr>
<tr>
<td>Referrals received</td>
<td>1, 3, 4, 5</td>
</tr>
<tr>
<td>Questions deleted</td>
<td>1, 3, 5, 6</td>
</tr>
<tr>
<td>Knowledge base records</td>
<td>9</td>
</tr>
<tr>
<td>Profile</td>
<td>10, 11</td>
</tr>
<tr>
<td>Patrons</td>
<td>12</td>
</tr>
<tr>
<td>Librarian accounts</td>
<td>8</td>
</tr>
<tr>
<td>Descriptive Codes</td>
<td>7</td>
</tr>
<tr>
<td>Contact Information</td>
<td>10</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>OLD LOCATION</th>
<th>NEW LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration module</td>
<td>My QuestionPoint Reports tab</td>
</tr>
<tr>
<td>History tab</td>
<td>Activity Statistics</td>
</tr>
<tr>
<td>Current tab</td>
<td>Counts of Current Data</td>
</tr>
<tr>
<td>Ask Module Reports tab</td>
<td></td>
</tr>
</tbody>
</table>
### Export of reports data

If you want to analyze reports data, highlight and copy the data from a report and paste it into Microsoft Excel.

### Resources

- Glossary for statistical reports
- Review your transcripts online
- Review your transcripts offline
- Training
- Documentation

### Troubleshooting and support

- Document problems that you encounter so you can describe them when you request support.
- Contact OCLC Support.

### Comments, suggestions, feedback

Please send your comments about this guide to QuestionPoint feedback.