



# **BlackBerry AtHoc**

## **Alert Tracking and Reporting**

7.18



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# Manage alert tracking and reporting

This guide describes how to generate, view, export, and print reports that are available within BlackBerry® AtHoc®.

# Run and view Personnel reports

Personnel reports are used to determine specific information that could be important to know about groups of people during an emergency. The exact list of reports varies depending on the organization. Examples of personnel reports include Duty Status, Building Number, Transport Needs, Commanders, Police and Fire Teams, and Work Availability.

If you are an Enterprise Administrator, your view of personnel reports includes a hierarchical list of reports from the super enterprise and its sub enterprises and suborganizations.

**Note:** When a user is deleted, all of their details are removed from the report. Only the status and responses are retained. The display name for the deleted user is replaced by Del\_[GUID].

When you run reports, you can view the output data in any of the following formats:

- **Summary:** Provides a high-level overview of all of the data that has been collected for the report.
- **By Organizational Hierarchy:** Provides the same information as the Summary report, broken down into each of the organizational groups that exist within the organization.

## Create a personnel report based on a user attribute

Personnel reports track the use of user attribute values. For example, a user attribute called *MedicalTraining* might have two single-select picklist values (Yes and No) and be used as response options for an alert. As each user selects a response, the information is added to their user record. At the end of the alert, you can use the personnel report to track the responses.

**Note:** You must be an Organization Administrator or Enterprise Administrator to create user attributes.

1. From the navigation bar, click **Users > User Attributes** and create one of the following types of user attributes:
  - Single-select Picklist
  - Multi-select Picklist
  - Check box
2. Optionally, for a picklist attribute, add new values.
3. In the **Personnel Reports** section, beside **Enabled**, select **Yes**.
4. In the **Personnel Reports** section, enter a name, such as "RO-Accountability". RO indicates that it will be used as a custom response option. This name appears on the Personnel Reports screen.
5. Optionally, add a description for the user attribute.
6. Click **Save**.
7. In the navigation bar, click **Reports > Personnel Reports**.
8. On the **Personnel Reports** screen, click **Summary** or **By Organizational Hierarchy**.

## View a summary report

Summary reports provide a high-level overview of the data in a report without breaking it down into its component parts. Summary reports are useful when it is necessary to make quick assessments about data and the specific details are not as important at the moment.

1. In the navigation bar, click **Reports > Personnel Reports**.
2. On the **Personnel Reports** screen, find the report that you want to create.
3. Click the corresponding **Summary** link.

The screen refreshes and displays a summary of the relevant data.

**Note:** Authorized users can configure the list of categories that appears on the screen.

4. Optionally, on the Summary screen, do any of the following:
  - Click **Print** to print a copy of the report.
  - Click **Export** to export either a summary or the complete report to a .csv file.
  - Click **Show Selection Summary** to view the criteria used to select which users to include in the report.
  - Click **View list** to open a screen that displays the relevant details for each user included in the report.
  - In the **Other Views** section, click **By Organizational Hierarchy** to view the report based on the organizational hierarchies of each user.
  - In the **Other Reports** field, click ▼ to select a different report. Click **Run report** to view it.

## View an organizational hierarchy report

Organizational hierarchy reports present the data you request broken down by increasingly granular levels of detail revealed as you drill further down into the hierarchy.

1. In the navigation bar, click **Reports > Personnel Reports**.
2. On the **Personnel Reports** screen, find the report that you want to create and click the corresponding **By Organizational Hierarchy** link.

The screen refreshes and displays the same data as found in the Summary report, but with the data broken down by both category and hierarchy.


3. On the **By Organizational Hierarchy** screen, do any combination of the following:
  - Click **Print** to print a copy of the report.
  - Click **Export** to export either a summary or the complete report to a .csv file.
  - Click **Show Selection Summary** to view the criteria used to select which users to include in the report.
  - Click **View list** to open a screen that displays details for the users included in the report.
  - In the **Other Views** section, click **Summary** to view the report without the data broken out into individual distribution lists.
  - In the **Other Reports** field, click ▼ to select a different report. Click **Run report** to view it.

# Create and view an Alert Usage Summary report

Use Alert Usage Summary reports to determine how many reports or messages were sent out within a designated amount of time.

The Alert Usage Summary report includes data from the organization you are logged in to. If you are logged in to an enterprise organization, data for each suborganization is also displayed. If you are an Enterprise Administrator and are logged in to a super enterprise organization, data for each sub enterprise and their suborganizations are displayed.

If you are a System Administrator, you can log in to the System Setup organization to view an alerts usage summary report with data for all organizations in the system.

1. In the navigation bar, click **Reports > Alerts Usage**. The Alert Usage Summary Report screen opens, displaying by default the Total Number of Alerts Over Time report generated with a default time range.
2. Optionally, click **Report Type** to create the Total Number of Messages Sent Over Time report.
3. Click  to set the start and end dates for data to be included in the report.

**Note:** The date range must be between 1 and 12 months.

4. Optionally, if you want the report to include or exclude specific alert headers, select either **contains** or **does not contain** in the **Alert Header** field and then enter a word or phrase in the text entry field at the end of that row.
5. Click **Generate Report**.

The report appears at the bottom of the screen, replacing the previous report.

# View an End User Summary report

If you are an Alert Manager, Advanced Alert Manager, Enterprise Administrator or Organization Administrator, you can view End User Summary reports that display the number of enabled users in your organization.





If you are an Enterprise Administrator logged in to an enterprise organization, the number of enabled users in the enterprise and its suborganizations is displayed. If you are an Enterprise Administrator logged in to a super enterprise organization, the number of enabled users in the super enterprise and its sub enterprises and suborganizations is displayed.

Enabled users are displayed hierarchically by organization for End User Summary reports for enterprise and super enterprise organizations.

1. In the navigation bar, click **Reports > User Summary**.

The **End User Summary** screen opens, displaying a list of each organization you have permissions to view, the number of enabled users in each system, and the total number of enabled users in all systems.

2. Optionally, do any of the following:

- If the report has more than one page, click  to go to the next page or  to go to the last page.
- To export the report, click **Export to the selected format**, make a selection, then click **Export**.
- To refresh the page, click .
- To print the list, click .



# Export and print reports

BlackBerry AtHoc gives you the ability to print or export any generated report to your local computer. Depending on the type of report that is generated, you can export a report in the following formats:

- **CSV:** Available for all report types.
- **Excel:** Available for all report types.
- **Acrobat PDF:** Available for Alert Usage Summary reports.
- **Rich Text Format (RTF):** Available for Alert Usage Summary reports.
- **TIFF:** Available for Alert Usage Summary reports.
- **Web Archive:** Available for Alert Usage Summary reports.

## Export a personnel report

1. In the navigation bar, click **Reports > Personnel Reports**.
2. Follow the instructions in [Run and View Personnel Reports](#) to create the report you want to export.
3. In the report, from the **Export** list, select **Export Full Report** or **Export Current Report**.

The report downloads to your local computer.

## Export an alerts usage summary report

1. In the navigation bar, click **Reports > Alerts Usage**.  
The Alert Usage Summary Report screen opens, displaying the Total Number of Alerts Over Time report generated with a default time range.
2. Optionally, follow the instructions in [Create and view an Alert Usage Summary report](#) to customize the report to a specific timeframe or report type.
3. In a report that you generated, or the default report, from the **Export to the selected format** list, select the type of file to download.
4. Click **Export**.

The report downloads to your local computer.


## Print a personnel report

1. In the navigation bar, click **Reports > Personnel Reports**.
2. Follow the instructions in [Run and view Personnel reports](#) to create the report that you want to print.
3. When the report is generated and appears on the screen, click **Print**.
4. Follow the instructions on the screen to print the report.

## Print an alerts usage summary report

1. In the navigation bar, click **Reports > Alerts Usage**.

The Alert Usage Summary Report screen opens, displaying by default the Total Number of Alerts Over Time report generated with a default time range.

2. Optionally, follow the instructions in [Create and view an Alert Usage Summary report](#) to customize the report to a specific timeframe or report type before you print it.
3. When the report is generated and appears on the screen, click .
4. Follow the instructions on the screen to print the report.

# Unified telephony tracking codes

BlackBerry AtHoc uses unified tracking codes to track the progress of alerts that are sent to telephony devices, such as mobile phones and work phones. Each call has a code assigned to it. The code then maps to a status message for the call.

## View reports with the codes and messages

The status message for a call appears in the Device Delivery report for a sent alert.

The screenshot shows a 'User Tracking Report - with Devices: Detailed Status (/21/2015 16:14:57)'. It includes filter information (Users), report generation time (04/21/2015 17:37:06), and a table with 1 record retrieved. The table has columns for Username, Device, Address, Sent On, and Delivery Detail. The record shows a user on a mobile phone at 650-555-1212, with a delivery detail of 'Call hung up after playing main message but before receiving a response'.

Username	Device	Address	Sent On	Delivery Detail
users	Phone - Mobile	650-555-1212	04/21/2015 16:15:32	Call hung up after playing main message but before receiving a response

The code and mapped message appear in the full tracking report. Export the full report to view these codes.

1. Send an alert.
2. Click **Alert Summary** from the completed alert or double-click to open the alert from the **Sent Alerts** screen.
3. On the **Alert Summary** screen, click **Advanced Reports**.
4. Hover over the **Export** link in the top corner of the report and then select **Export Full Report** from the drop-down list.
5. The report is exported to a .csv file. You can see the status and duration of each call.

	A	B	C	D	E	F	G	H
1	TRACKING							
2	User ID	Use Device	Adc	Delivery Date	Status	Delivery Detail	Message Code	
3	2050734	jwo Phone - Mobile	408	Apr 21 2015	6: Sent	Call hung up before main message playback could begin	7303 02 011	Call hung up before main message playback could begin
4	2050734	jwo Phone - Work	650	Apr 21 2015	6: ed	Response received	1003 02 028	Response received

In the example above, the mobile and work phones of the user were targeted. The user listened to the alert and responded to the call from his or her work phone. When the user heard the start of the alert on their mobile phone, they hung up before listening to the main message because they had already responded to it using their work phone.

## Code format and message descriptions

The unified code has the following format:

nnnn | nn | nnn  
Status Reserved Seconds

**Status:** A 4-digit number indicating the success or failure of the call or voice mail.

- 1XXX: Success
- 7XXX: Incomplete
- 9XXX: System Error

**Reserved:** For BlackBerry AtHoc use.

**Seconds:** The number of seconds the call lasted. The number “022” means the call took 22 seconds from pick up to hang up.

For example, the following code means that the voice mail was delivered successfully and it took 27 seconds:

1002 | 03 | 027

The following table lists each of the status codes:

Status	Description
1001	Call completed successfully
1002	Voice mail delivered successfully
1003, 1004	Response received
7001-7050	Cannot process call based on configuration
7037	Call flow has no ID
7051	The target user has no PIN defined for retrieving secure messages
7052	No callback number has been defined to use when leaving voice mail
7053	Phone number has an invalid format
7200-7102	Failed to prepare call for sending
7230-7235, 7240	Failed to make call
7250	Provider timeout received
7251	Failed to connect call (voice error)
7252	Failed to connect call (voice error.) Error might be temporary. Retry later.
7253	Failed to connect call (voice error.) Do not retry.

Status	Description
7254	Failed to connect because of a voice error message, such as "Your call cannot be completed at this time."
7257	Failed to dial number
7258	No answer received
7259	Line was busy
7261	Failed to connect call
7301	Call hung up before playback could begin
7302	Call dropped before playback could begin
7303	Call hung up before main message playback could begin
7304	Call dropped before main message playback could begin
7305	Call hung up in middle of main message playback
7306	Call dropped middle of main message playback
7314	Voice mail delivered successfully
7315	Failed to leave voice mail
7316	Voice mail detected, but not ready after waiting for an excessive time period
7317	Voice mail dropped in middle of message playback
7318	Voice mail dropped in middle of message playback
7319	Voice mail ready, but leaving voice mail is not a call option
7401	Call hung up after playing main message but before receiving a response
7402	Call dropped after playing main message but before receiving a response
7411	Call terminated after waiting too long for a response
7412	Call terminated after too many invalid key presses
9001-9090	Failed to send message to TAS

# BlackBerry AtHoc Customer Support Portal

BlackBerry AtHoc customers can obtain more information about BlackBerry AtHoc products or get answers to questions about their BlackBerry AtHoc systems through the Customer Support Portal:

<https://www.blackberry.com/us/en/support/enterpriseapps/athoc>

The BlackBerry AtHoc Customer Support Portal also provides support via computer-based training, operator checklists, best practice resources, reference manuals, and user guides.

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