



# **BlackBerry AtHoc**

## **Manage Alert Tracking and Reporting Guide**

7.9



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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 during an emergency about groups of people. Although the exact list of reports varies depending on the client, examples of personnel reports include Duty Status, Building Number, Transport Needs, Commanders, Police and Fire Teams, and Work Availability.

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 uses 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 have the Organization Administrator or Enterprise Administrator role to create user attributes.

1. To create a user attribute for the report, perform the following actions:
  - a. From the **Settings** screen, click **User Attributes** and create a user attribute with one of the following types:
    - Single-select Picklist
    - Multi-select Picklist
    - Check box
  - b. Specify a name, such as "RO-Accountability". RO indicates that it will be used as a custom response option.
  - c. If you chose a picklist, add new values.
  - d. Select **Available for Reporting**.
  - e. Click **Save**.
2. From the navigation bar, click **Reports > Personnel Reports**.

The Personnel Reports screen opens with a list of the reports that you have specified in the user attribute properties.
3. Find the report that you want to create and then click the kind of report view that you want to see. Report views include **Summary** and **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**.
2. Click **Personnel Reports**.
3. Find the report that you want to create and 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. With the Summary screen open, do any of the following to see more details:

- 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 of the users included in the report.

For the Work Availability report, the details screen includes organizational hierarchy, work availability, and contact information for each user. For the CPR Certified report, the details screen includes organizational hierarchy, CPR certification status, and contact information for each user.

- 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 the user drills further down into the hierarchy.

1. In the navigation bar, click **Reports**.
2. Click **Personnel Reports**.
3. 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.

4. With the **By Organizational Hierarchy** screen open, do any combination of the following to see more details:

- Click **Show Selection Summary** at the top of the report to open an expanding field immediately below the link that shows 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 of the users included in the report.

For the Work Availability report, the details screen includes organizational hierarchy, work availability, and contact information for each user. For the CPR Certified report, the details screen includes organizational hierarchy, CPR certification status, and contact information for each user.

- Click **Summary** to view the report without the data broken out into individual distribution lists.
- Click **Advanced** to specify selection criteria for which users should be included in the report.
- In the **Other Reports** field, click ▼ to select a different report, then click **Run report** to view it.

# Create and view an alerts usage summary report


Alerts usage summary reports are used to determine how many reports or messages have been 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 have system administrator permissions, you can log in to the System Setup (3) organization to view an alerts usage summary report with data for all organizations in the system.

1. In the navigation bar, click **Reports**.
2. Click **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.

3. Optionally, click **Report Type** to create the *Total Number of Messages Sent Over Time* report.
4. Click  in the **from** field and in the **to** field 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.

5. 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.
6. Click **Generate Report**.





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

# View a summary of all organizations

**Note:** If you are an authorized user, the User Summary link on the Settings screen allows you to view, download, or print a summary of the number of enabled users within each organization.

1. In the navigation bar, click **Reports**.
2. Click **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.

3. Do any of the following actions:
  - 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 export any generated report to an external location or to print the report. Depending on the type of report that is generated, you might be able to export a report in any of 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**.
2. Click **Personnel Reports**.
3. Follow the instructions in [Run and View Personnel Reports](#) to create the report you want to export.
4. In the report, from the **Export to the selected format** list, select a file type.
5. Click **Export**.
6. On the export pop-up screen that appears—the appearance of which differs depending on the browser you are using to access BlackBerry AtHoc—choose whether you want to download the report or open it directly.

## Export an alerts usage summary report

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

The Alert Usage Summary Report screen opens, displaying the Total Number of Alerts Over Time report generated with a default time range.
3. Optionally, follow the instructions in [Create and View an Alerts Usage Summary Report](#) to customize the report to a specific timeframe or report type before you export it.
4. In a report that you generated, or the default report, in the **Export to the selected format** field click .
5. Select the type of file that you want to download.
6. Click **Export**.


## Print a personnel report

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

## Print an alerts usage summary report

1. In the navigation bar, click **Reports**.
2. Click **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.

3. Optionally, follow the instructions in [Create and View an Alerts Usage Summary Report](#) to customize the report to a specific timeframe or report type before you print it.
4. When the report is generated and appears on the screen, click .
5. 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 message appears in the Device Delivery report for a sent alert.

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. You can view these codes by exporting the full report.

1. Send an alert.
2. Click **Alert Summary** from the completed alert or double-click to open the alert from the **Sent Alerts** list.
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 that appears.
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 DATA							
2	User ID	Use Device	Adc	Delivery Date	Status	Delivery	Delivery Detail	Message Code
3	2050734	jwo Phone - Mobile	408	Apr 21 2015	6: Sent	Call hung up before main message playback could begin	Call hung up before main message playback could begin	7303 02 011
4	2050734	jwo Phone - Work	650	Apr 21 2015	6: ed	Respond	Response received	1003 02 028

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 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.
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

Status	Description
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 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 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 Portal:

<https://support.athoc.com/customer-support-portal.html>

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

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