

# Report Designer

**v5.0a**

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Applies To	: Hermes.Net 5.0

## Manuel d'utilisation

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## Introduction

The Report Designer application is to allow to create fully customizable reports in terms of graphics, data and functional architecture for rendering.

These reports will be based on the "standard" telephony data, chat, or email, but also customer data files.

Once configured a report can be generated and exported from the Reporting application.

## 1 Report definition

A report can be seen as a file containing a cover sheet and a set of chapters. Each chapter can in turn contain a cover page, a set of pages and page end.

All pages of a chapter can be repeated for one or more variables (query result) specified.

The pages of a report are made of a set of objects each of which is configurable via a menu (style properties) or via an agent (for configuration data relating to)

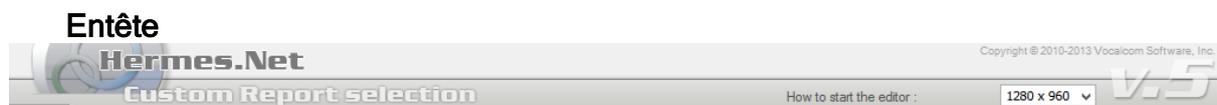
Default report contains a set of global variables, and we can extend this set of variables in the configuration report.

A report will be saved as a "report template" in order to reuse its full configuration or just the styles of its objects.

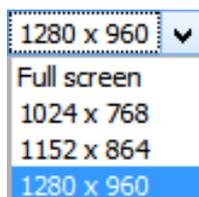
We can also create groups of objects preconfigured as "components" and reuse it in several reports.

## 2 Report Designer Selection

The home screen of the interface selection allows you to manage existing reports and models to import or create new. It consists of three main parts: a header and a status line. Each of the main parts is available by clicking on the corresponding tab.



The only information available about this band is the screen resolution which will be launched in the editor. Possible resolutions are:



The resolution is selected automatically saved for each of the different users of Report Designer.

**Part 1:** List of reports.

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**Part 2 : Creating new reports.**

**Part 3 : Importing reports.**



## Status bar.



Allows :

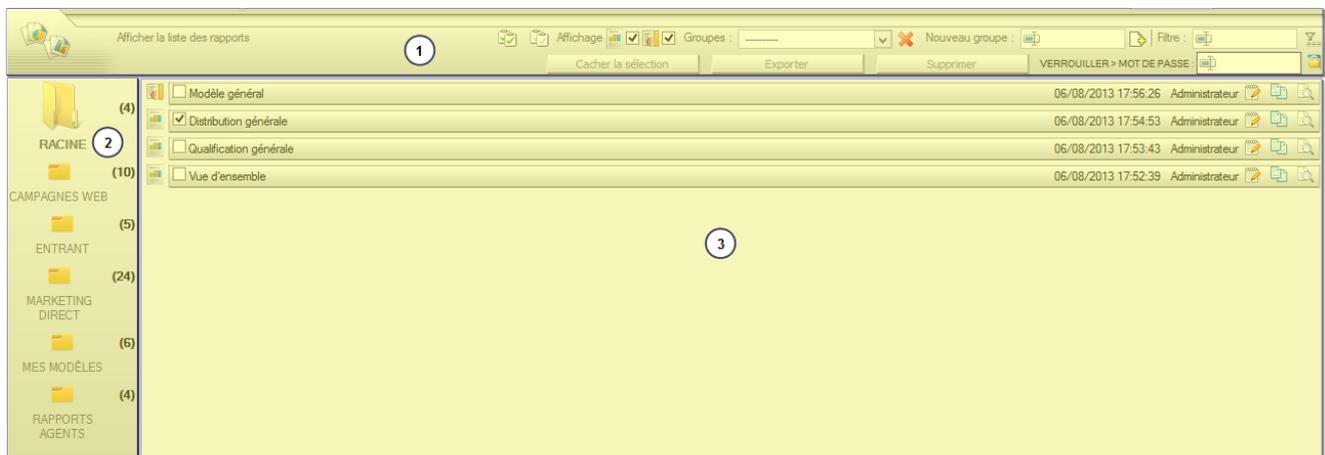
Exit the application ('Exit').

To know information about your login ID and Company.

To know the version of the application. This version You may be required when requesting support..

## 2.1 List of Reports

The "Report List" consists of three areas:



### 2.1.1 Filters and commands on the list of reports

This area is composed of an always-visible upper part and a lower part visible only when at least one ratio is selected.

Description of various features of the tab "List Reports":



Allows you to select / deselect the group reports displayed.

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Allows you to filter the list of reports by type (Report Template)

	Report
	Model



Displays a list of existing groups. Deletes a group. Reports belonging to the deleted group are automatically moved to the root.



Creating a new report group.



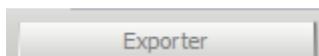
Allows you to filter the list of reports on their names. A wildcard (\*) may be used.



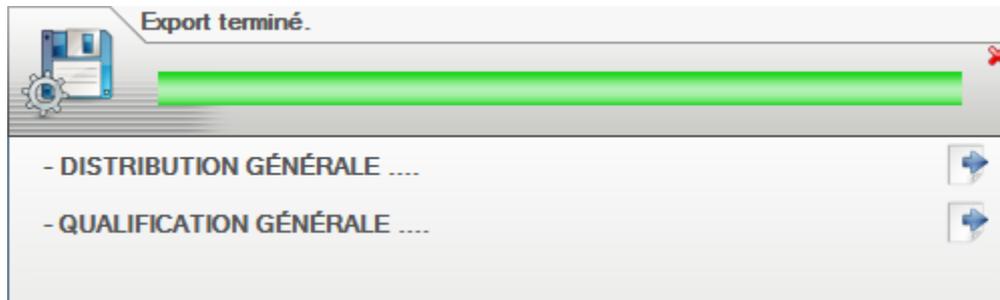
This command allows you to hide the selected reports. Hidden reports are deleted from the list and can be redrawn at any time by selecting one of the following commands.



Lets you display reports marked as hidden. The value in parentheses indicates the number of hidden script. The first icon allows you to restore all reports, the second to display the hidden list of reports and retrieve individually.



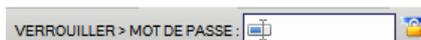
Can export selected and recover files RDR (Report Designer Report) reports. Once the export started, the following window appears.



RDR to download files, click on the icons 



Deletes the reports selected. Confirmation is requested.



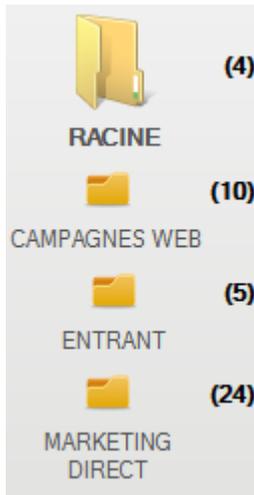
Lock the selected reports. When a report is locked, you cannot edit it, to generate, export, or delete it. All these operations will be available again when the report is released.

## 2.1.2 Report Groups

Groups reports allow the user to classify reports.

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The indicator to the right of the group icon displays the number of reports in the latter. The "Root" group indicates the default group (actually: no group).

## Add a report to a group

The reports add or remove groups via "drag & drop" mouse. Click the icon to move the script and drop it on the desired group.

## 2.1.3 List of Reports



**1a** - Double-click the icon to open the report with the publisher.

**1b** - Drag and drop the icon on a group to move to the current destination group.

**2** - Check this box to select the report and access the various functions described above ([2.1.1](#)).

**3** - Report name

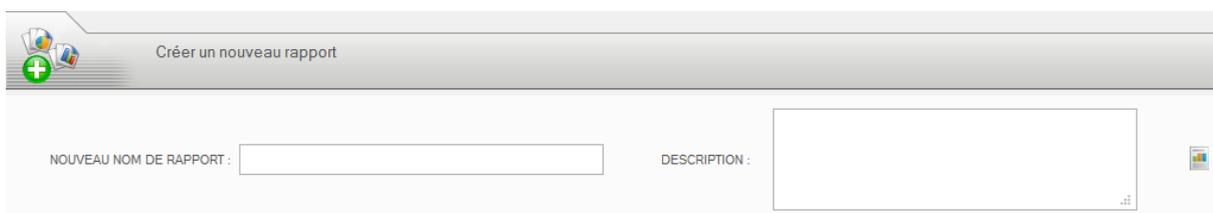
**4** - Date, time of last modification. Name of the user who made the change.

**5** - Same functionality as the double-click the icon of the image.

**6** - Click this icon to duplicate the report.

**7** - Click this icon to access the interface report generation.

## 2.2 Creating new reports



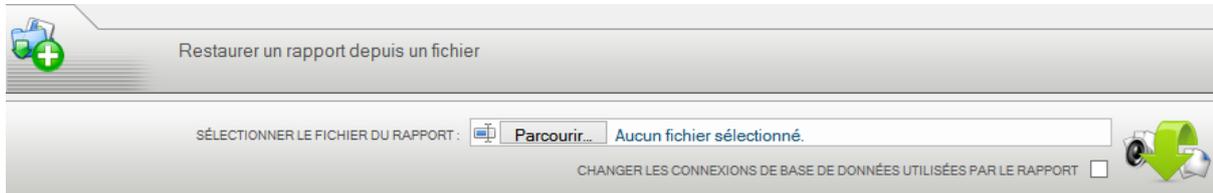
This tab allows you to create a new report..

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Enter the name of the new report and a description (optional). Click the icon to the right to create the script.

## 2.3 Importing reports



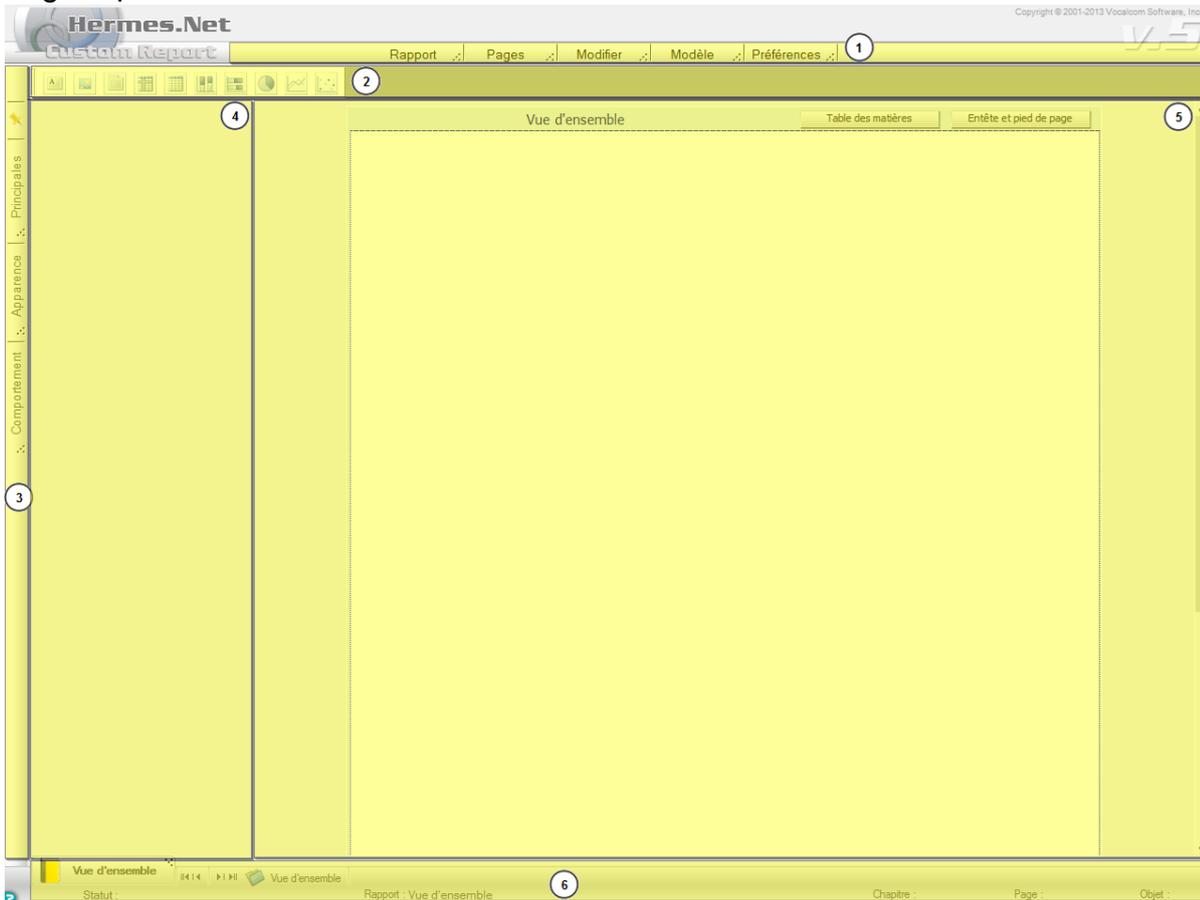
This tab allows you to import a saved report. The extension of the file to be imported must be "RDR".

Choose the file on your disk ". RDR", then click the icon to the right.

The box "Changing database connections used by the report" check box allows you to replace the connections used by the report by other connections configured by your administrator. Beware, if the tables and columns do not exist, they will not be recreated.

## 3 Creation interface

### 3.1 Overview of the general interface



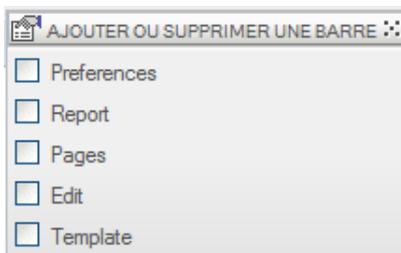
## 3.1.1 Menus

Provides access to the various actions of the interface. Each menu can be displayed in the Menu Bar (2) by clicking the  icon to the right of the menu.

## 3.1.2 The Menu Bar

Reserved for user menus location.

Click on the Menu bar allows you to choose menus in it.



Right click on a menu bar menu to select the items displayed in it.



By dragging a menu bar menu icon  in the main area (5) You can remove the menu from the menu bar to make a popup:



### 3.1.3 Object Properties Tab

Lists tabs to access different groups of object properties.

The icon  allows to display or not the area properties (4). If the zone is hidden popups properties will open over the content of the page (5) and will close automatically when they are no longer used.

### 3.1.4 Area properties

Reserved for groups of objects opening area properties.

### 3.1.5 Report Page

Display area of the page being

### 3.1.6 List and chapter selection, Statutes, and other information

Icons  used to move the chapter list if it cannot be displayed in its entirety because of too many chapters.

The first tab of the list to return to the editing of the report cover interface. Others provide access to the editing interface of the corresponding chapter.

## 3.2 Menus

The following screens are represented all active items. Activation of items depends on the current state of the interface.

## Rapport

- NOUVEAU RAPPORT
- OUVRIR UN RAPPORT ...
- SUPPRIMER UN RAPPORT ...
- SAUVEZ EN TANT QUE NOUVAU MODÈLE DE RAPPORT ...
- IMPORTER DES STYLES ...
- VERROUILLER LE RAPPORT ...
- PROPRIÉTÉS ...
- PARAMÈTRES DU RAPPORT ...
- GÉNÉRER ...
- RETOUR À LA LISTE DES RAPPORTS
- QUITTER
- VOIR LE XML DU RAPPORT

## Préférences

- ALIGNER SUR LA GRILLE
- SÉLECTIONNER UN GROUPE EN CLIQUANT
- CHANGER DE SKIN
- RAFRAÎCHIR

## Modèle

- PAGES ...
- COMPOSANTS ...
- SUPPRIMER DES COMPOSANTS ...

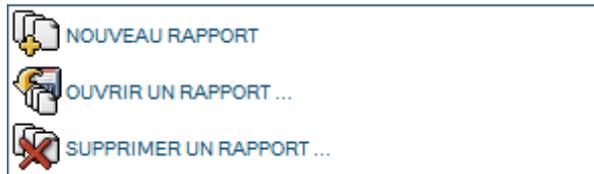
## Pages

- CRÉER UN NOUVEAU CHAPITRE
- SUPPRIMER UN CHAPITRE ...
- ORDRE DES CHAPITRES ...
- DUPLIQUER UN CHAPITRE ...
- RETOUR À L'ÉDITION DU CHAPITRE ...
- NOUVELLE PAGE
- AJOUTER LA PREMIÈRE PAGE
- AJOUTER LA DERNIÈRE PAGE
- OUVRIR UNE PAGE
- RECHARGER L'ORIGINAL
- SAUVEGARDER LA PAGE
- RENOMMER LA PAGE
- SUPPRIMER UNE PAGE
- DUPLIQUER UNE PAGE
- COPIER/COLLER LE CONTENU DE LA PAGE
- ORDRE DES PAGES
- PARTAGER CETTE PAGE
- INFORMATIONS DE LA PAGE

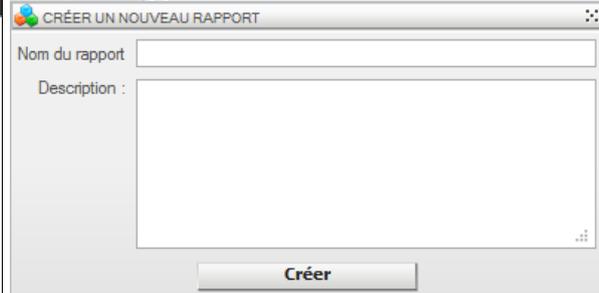
## Modifier

- COUPER
- COPIER
- COLLER
- COLLER EN PLACE
- APPLIQUER UN STYLE
- APPLIQUER UNE TAILLE
- DÉFINIR COMME STYLE PAR DÉFAUT
- APPLIQUER LE STYLE À TOUS
- RÉINITIALISER LES STYLES PAR DÉFAUT
- SAUVEGARDER LE STYLE ...
- SÉLECTIONNER TOUT
- DÉSÉLECTIONNER ...
- GROUPER LES OBJETS ...
- DÉGROUPER DES OBJETS
- SÉPARER LE COMPOSANT
- ENVOYER À L'ARRIÈRE
- ENVOYER À L'AVANT
- ALIGNEMENT CENTRÉ
- ALIGNEMENT MILIEU

## 3.2.1 Menu Rapport

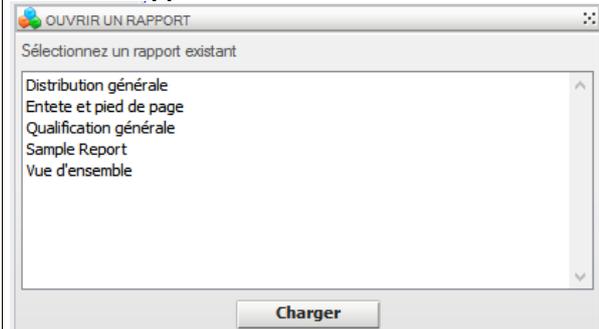


### Nouveau rapport



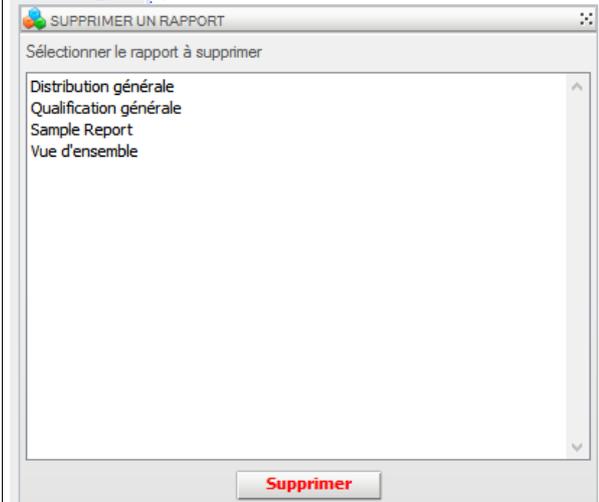
Allows you to create a new report. Enter a name and description (optional).

### Ouvrir un rapport



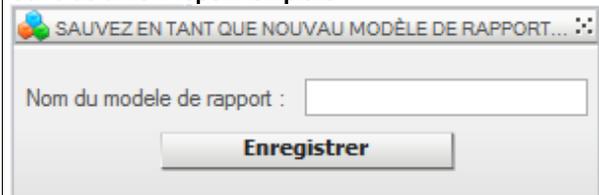
Select the report to open, and then click Load

### Deleting a report



Select the report you want to delete and click "Delete." A confirmation is requested. It is possible to select multiple scripts to delete a single command. For this, use the CTRL key while clicking on the names of scripts to remove.

### Save as a new report template

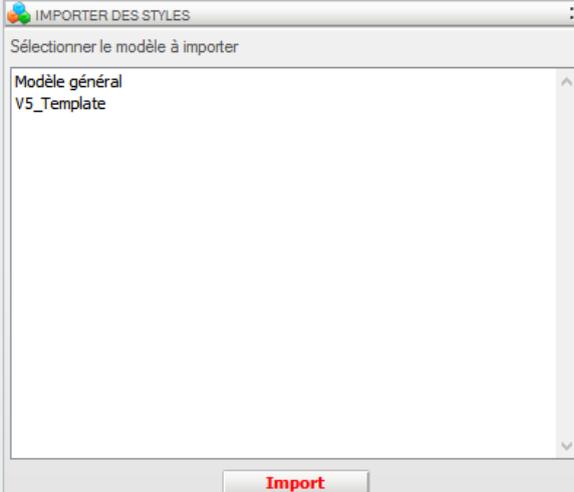


 SAUVEZ EN TANT QUE NOUVAU MODÈLE DE RAPPORT ...

 IMPORTER DES STYLES ...

Enter the name of the new template, and then click Save.

### Importing style



IMPORTER DES STYLES

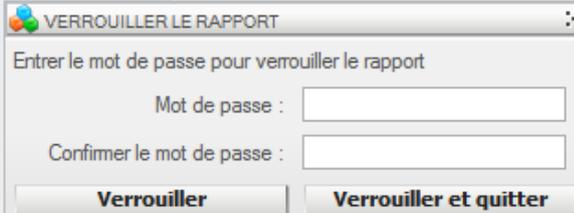
Sélectionner le modèle à importer

- Modèle général
- V5\_Template

**Import**

Select the style you want to import and click Import

### Lock report



VERROUILLER LE RAPPORT

Entrer le mot de passe pour verrouiller le rapport

Mot de passe :

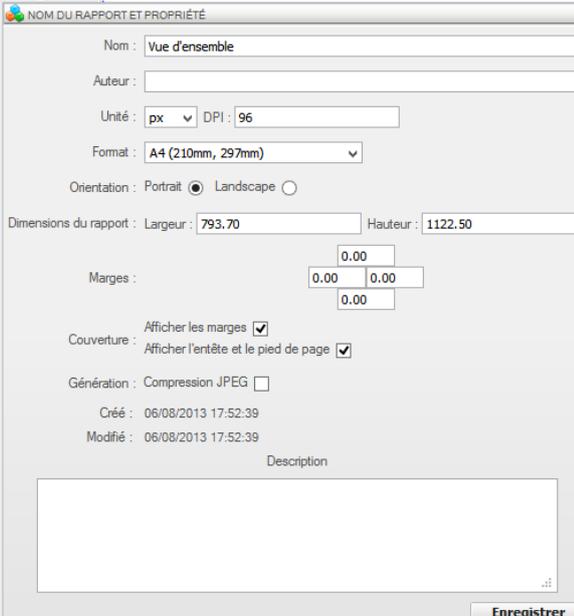
Confirmer le mot de passe :

**Verrouiller** **Verrouiller et quitter**

To lock a report with a password. You can simply lock the report or lock and exit the report.

 VERROUILLER LE RAPPORT ...

### Properties



NOM DU RAPPORT ET PROPRIÉTÉ

Nom :

Auteur :

Unité :  DPI :

Format :

Orientation : Portrait  Landscape

Dimensions du rapport : Largeur :  Hauteur :

Marges :

Couverture : Afficher les marges   
Afficher l'entête et le pied de page

Génération : Compression JPEG

Créé : 06/08/2013 17:52:39  
Modifié : 06/08/2013 17:52:39

Description

**Enregistrer**

 PROPRIÉTÉS ...

 PARAMÈTRES DU RAPPORT ...

Allows :

- Rename the report
- Add the name of the author
- Change the unit of measurement of the
- Change the format of the report. Either using the list of predefined size (A4, A3, B5 ...) or manually by

setting the height and width

- Change the orientation of the report (landscape, portrait)
- Set margins report
- Choose whether to display the margins and header and footer on the report cover
- To enable compression of images
- Add / modify the report description

## Report Parameters

Variable	Type	Description
\$mavariabale	TEXT	
	TEXT	

Sets global variables that can be reused in the report objects.

The name of each variable must begin with the character "\$", a type must be selected in the "Type" list. A description can be added.

The value of the variable will be required when generating / planning report.

## Generate

Link interface generation Reporting module.

## Back to list of reports

Return to the list of reports

## Quit

Quit the application and close the browser

## View XML report

Displays the source of the report in XML format in a new window.

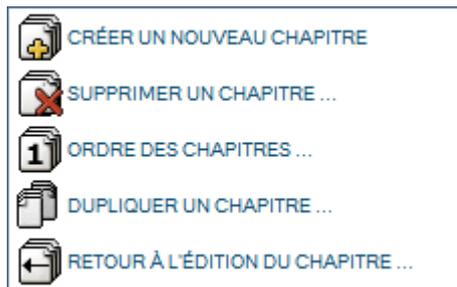
 GÉNÉRER ...

 RETOUR À LA LISTE DES RAPPORTS

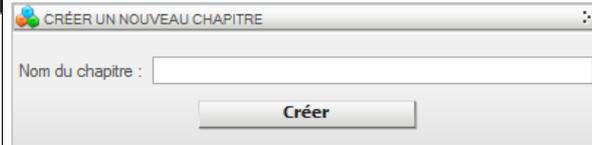
 QUITTER

 VOIR LE XML DU RAPPORT

## 3.2.2 Menu Pages

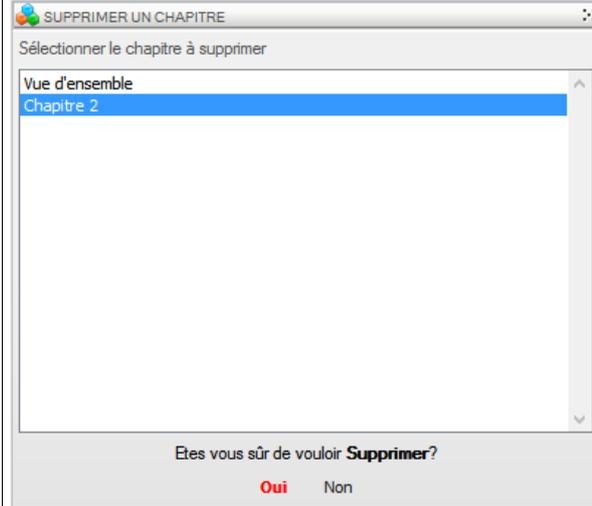


### Create a new chapter



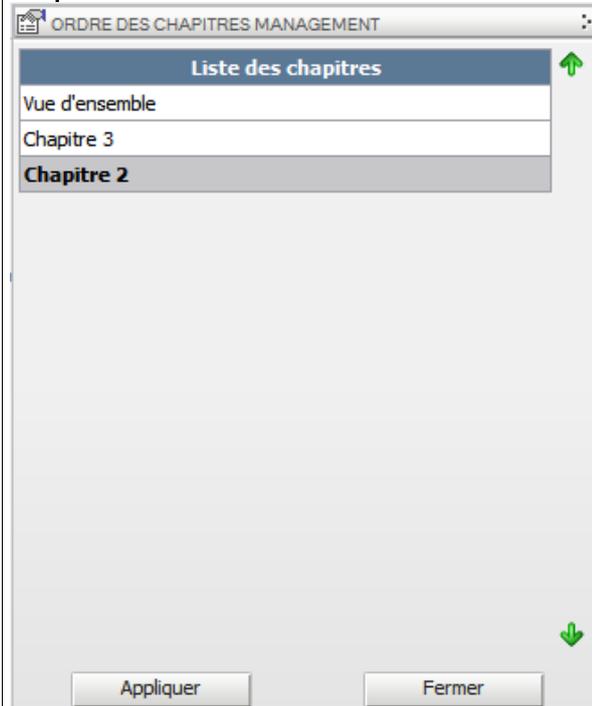
Enter the name of the chapter and then click Create

### Delete Chapter



Select the chapter you want to delete and click Yes. You cannot delete a chapter if it is the only chapter of the report.

### Chapter order



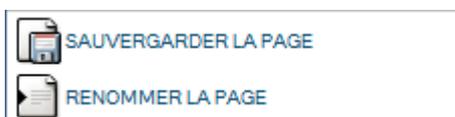
Allows you to change the order of chapters using the arrows (right). Once the order is changed, click Apply.

### Duplicate chapter

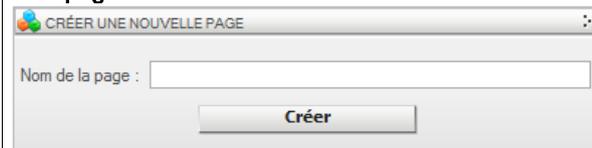
To duplicate the section being edited.

### Back to editing the chapter

When editing a page, to return to the home page of the chapter.



## New page



Enter the name of the new page to be created in the current chapter, then click "Create"

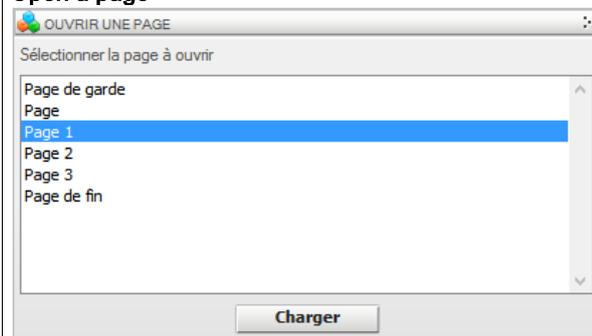
## Add first page

Add the cover page of the current if it does not exist chapter.

## Add the last page

Adds the end of the current page if it does not exist chapter.

## Open a page



Select the page to open from the list of pages in the current section, then click "Load"

## Reload original

Reload the page in the status of the last backup.

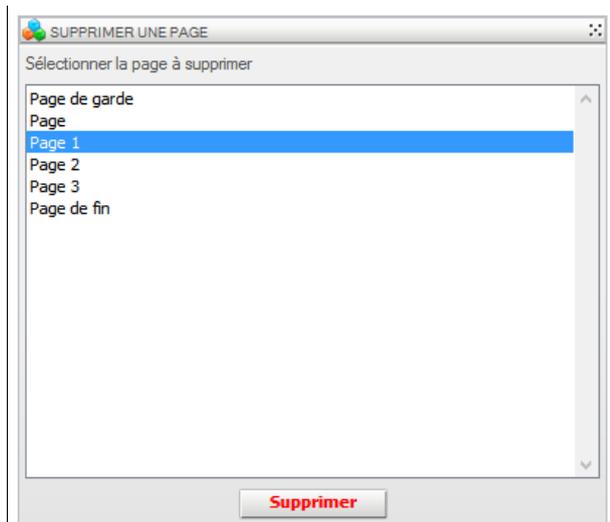
## Save the page

### Rename the page



Enter the new name of the current page, then click "Save"

## Delete a page

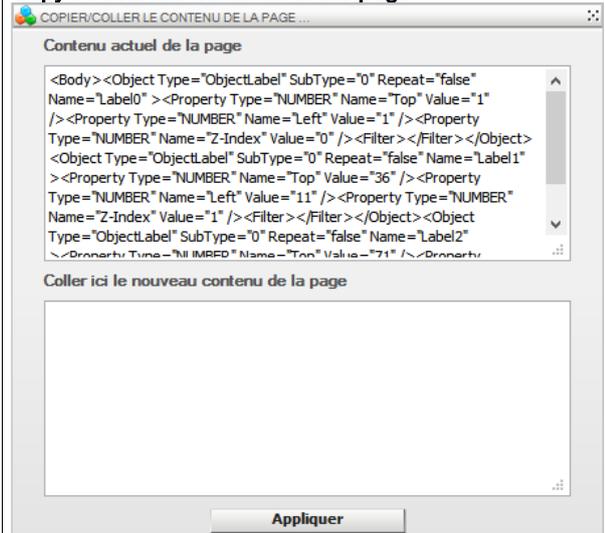


Select / pages to delete and click "Delete." A confirmation will be requested.  
To select multiple pages, use the mouse and click the CTRL key on the keyboard.

### Duplicate a page

Duplicates the page being edited

### Copy / Paste the contents of the page



Is intended for advanced users.  
To change the source code of the script page.

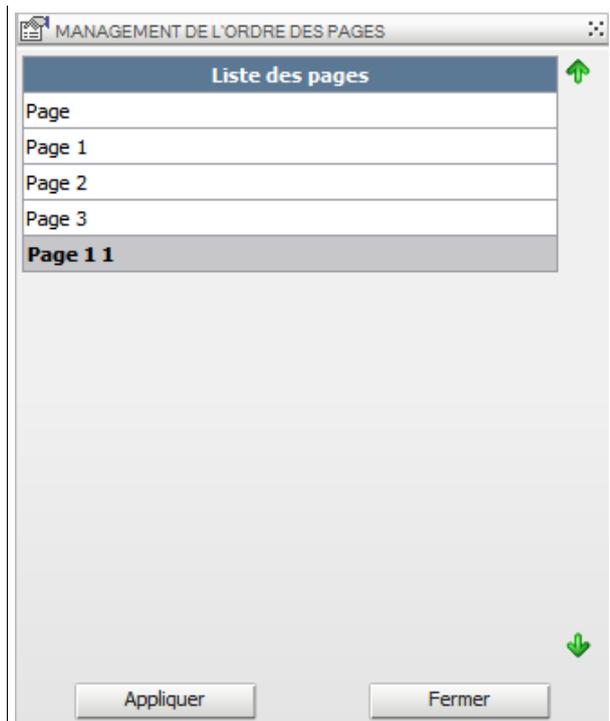


### Page order

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-  ORDRE DES PAGES
-  PARTAGER CETTE PAGE
-  INFORMATIONS DE LA PAGE



MANAGEMENT DE L'ORDRE DES PAGES

Liste des pages

- Page
- Page 1
- Page 2
- Page 3
- Page 1 1**

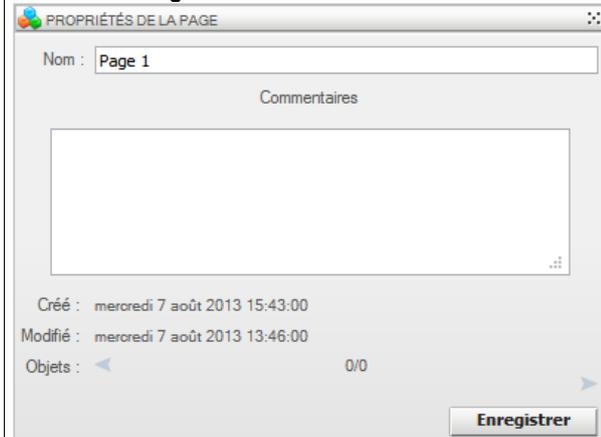
Appliquer Fermer

Allows you to change the order of pages of current chapter (with the exception of the cover page and end page) using the arrows (right). Once the order is changed, click Apply.

### Share this page

Allows you to share the page being edited to use it in another report.

### Information Page



PROPRIÉTÉS DE LA PAGE

Nom : Page 1

Commentaires

Créé : mercredi 7 août 2013 15:43:00

Modifié : mercredi 7 août 2013 13:46:00

Objets : 0/0

Enregistrer

Allows you to change the name of the page and add comments.  
Gives the date created, date last modified, and the list of objects on the page.

3.2.3 Edit Menu	
 COUPER  COPIER	<p><b>Cut</b> Removes the object and places it in the clipboard.</p> <p><b>Copy</b> Copies the selected object to the clipboard.</p>
 COLLER  COLLER EN PLACE	<p><b>Paste</b> Inserts the contents of the clipboard into the current page. Place the glued above the copied object.</p> <p><b>Paste in Place</b> Inserts the contents of the clipboard into the current page. Place the object stuck in the same place as the copied object.</p> <ul style="list-style-type: none"><li>• The objects of the clipboard can be copied from one page to another.</li></ul>
 APPLIQUER UN STYLE  APPLIQUER UNE TAILLE	<p><b>Applying a style</b> Can apply only copied the style of the selected object.</p> <p><b>Sizing</b> Can apply only the size of the copied object to the selected object.</p>
 DÉFINIR COMME STYLE PAR DÉFAUT  APPLIQUER LE STYLE À TOUS  RÉINITIALISER LES STYLES PAR DÉFAUT  SAUVEGARDER LE STYLE ...	<p><b>Set as default style</b> After selecting an object, click on this item. All subsequently created objects have the same style as the original.</p> <p><b>Apply style to all</b> Allows affected the default style to all objects of the same type on the page.</p> <p><b>Reset Default Styles</b> Cancels the default style</p> <p><b>Save the style</b> Saves the style selected for reuse later object.</p>
 SÉLECTIONNER TOUT  DÉSÉLECTIONNER ...	 <p>Enter the name of the style to save, then click "Save"</p> <p><b>Select all</b> Selects all objects on the page</p> <p><b>deselect</b> Deselect selected objects.</p>
	<p><b>Grouping objects</b></p>

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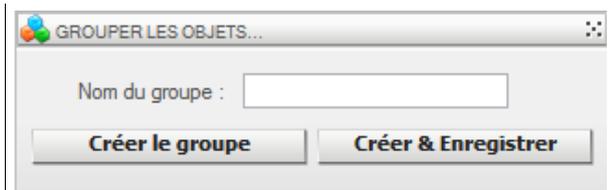
 GROUPEZ LES OBJETS ...
 DÉGROUPEZ LES OBJETS
 SÉPARER LE COMPOSANT

 ENVOYER À L'ARRIÈRE
 ENVOYER À L'AVANT

 ALIGNEMENT CENTRÉ
 ALIGNEMENT MILIEU



Allows you to create a group of objects. This group can only be created in the page: click "Create Group" or "Create & Save" for future use in another page or another report, then we'll talk component.

### Ungroup objects

Ungroup the objects in the selected group.

### Separate component

Ungroup the selected component.

### Send to Back

Away from the foreground object. Is equivalent to the z-index property of the object (z-index-1)

### Send to front

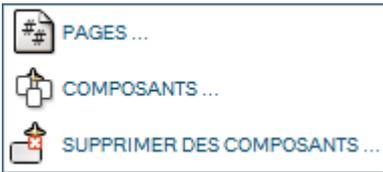
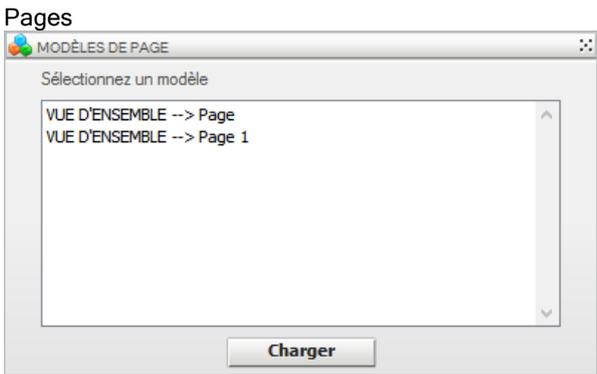
Returns the object in the foreground. Is equivalent to the z-index property of the object (z-index 1)

### Centered alignment

Vertically aligns the selected objects (changes ownership "Left" objects).

### Alignment medium

Horizontally aligns the selected objects (change "Up" object property).

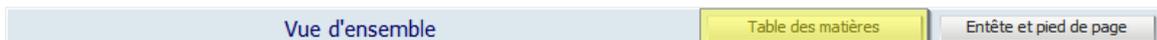
<h3>3.2.4 Model Menu</h3> 	 <p>Allows you to import a page from another report. Pages available in this screen are the pages that have been saved with the "Share", see Menu page.</p> <p><b>Components</b> To import a component that was saved, see Edit menu.</p> <p><b>Remove Components</b> Deletes one or more components. See Edit Menu.</p>
<h3>3.2.5 Preferences Menu</h3> 	<p><b>Snap to Grid</b> Allows you to place objects on a virtual grid</p> <p><b>Select a group by clicking</b> To select a group of objects predefined by clicking on one of the objects in this group.</p> <p><b>Change skin</b> Refill the interface with the other skin (Light / Dark). Unsaved changes will be lost.</p> <p><b>Refresh</b> Charging interface, any unsaved changes will be lost.</p>

## 3.3 Interface edition cover

The editing interface of the cover of the report is the same as the page editing interface (3.5).

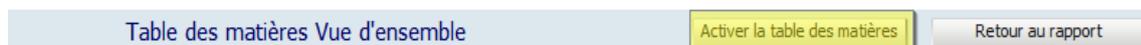
Nevertheless, it allows you to configure the table of contents and the header and footer of the report

### 3.3.1 Table of Contents



By clicking on the "Table of Contents" button you can configure the table of contents to be displayed on a page just after the report cover.

When the configuration interface of Contents is started, just click on "Activate Contents"



Then the configuration is done using the properties (left area) of the object table of contents in the way of any object.

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Once setup is complete, click "Back to Report"



## 3.3.2 Headers and footers

By clicking on the "Header and Footer" you can configure the header and footer that will be displayed on all pages of the report.

When the configuration interface of Contents is started, just click on "Activate the header" and "footer Enable" to enable the desired section.

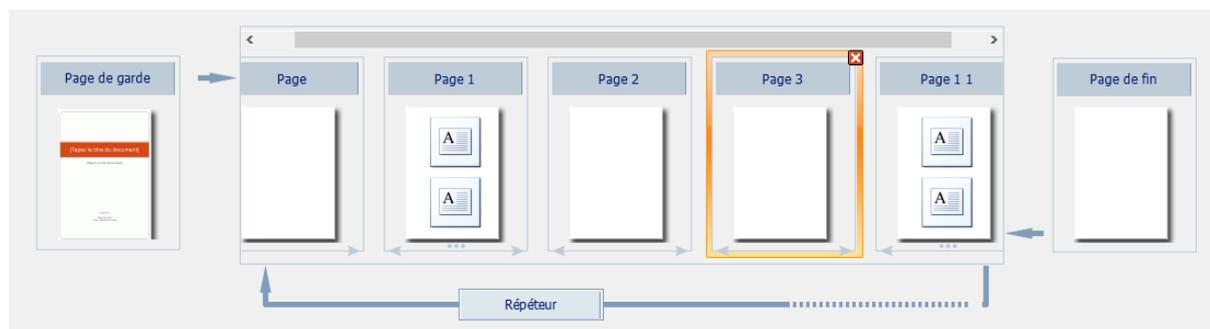


Once activated, each section can be resized with the delimitation of the bar section.

Once setup is complete, click "Back to Report"

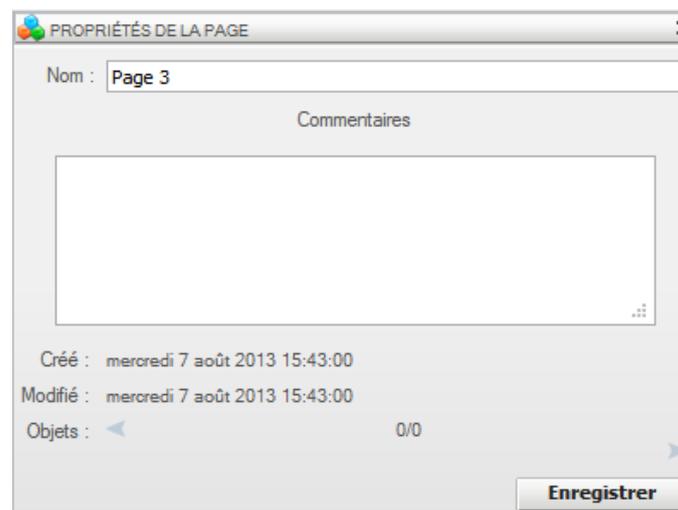


## 3.4 Edition Chapter Interface



All pages of the chapter is shown to have a simplified overview of the content of the chapter.

Each page is selectable. When clicking on a page, the popup opens containing its properties. We can then change the name of the page, and add comments. Information creation date, modification date, and list items are displayed.



When a page is selected, it may, with the icon, delete it. A confirmation will be requested.

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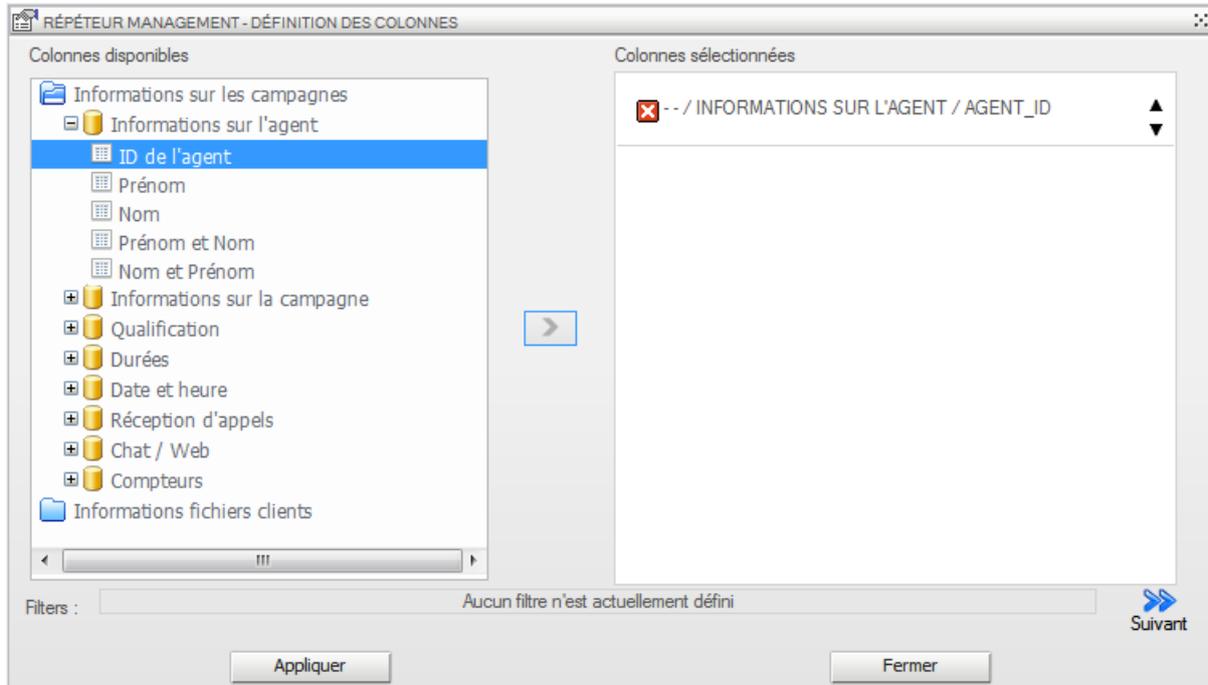
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You can change the order of pages (excluding title page and end page) using icons. When double-clicking on a page, the user is redirected to the edit page interface.

## 3.4.1 Configuring the Repeater

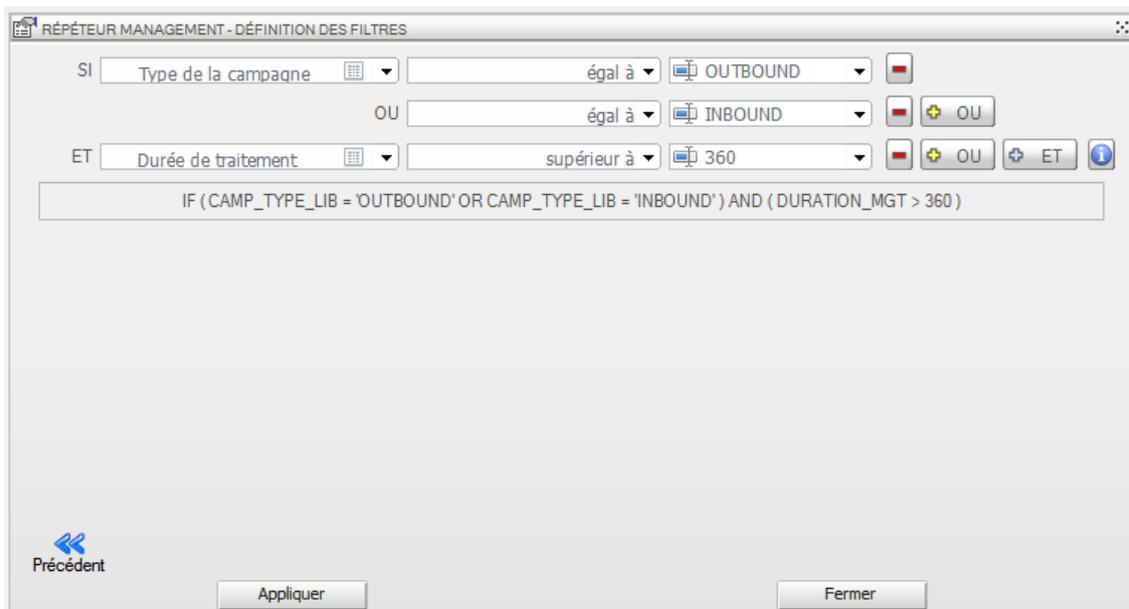
By clicking on the "repeater" button, the user will have access to popup configuration repeater.

In this popup you can configure the columns on which the pages of the chapter will be repeated, and filters for values.



Refer to Appendix 1 for the selection of columns.

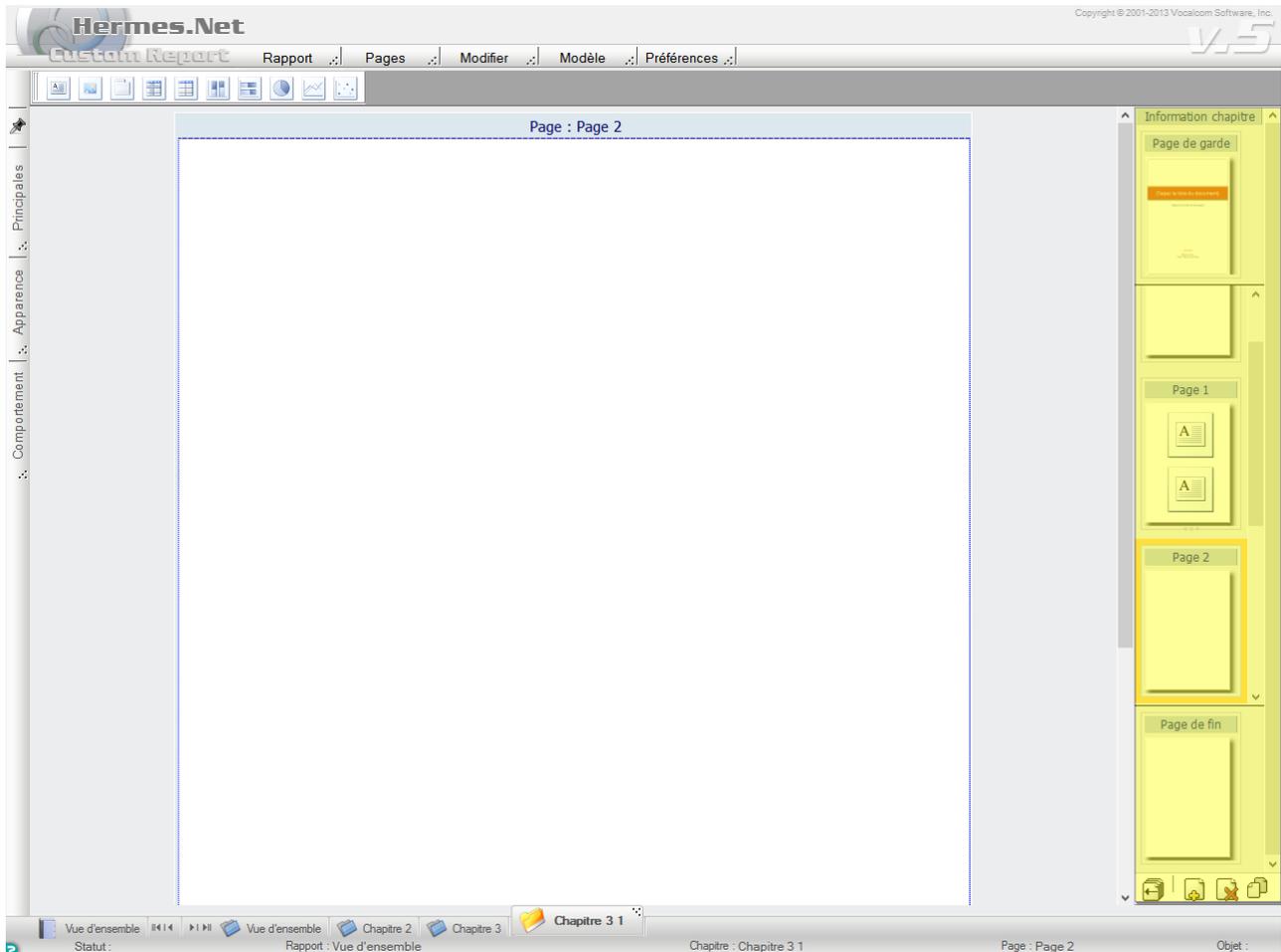
To go to step filter configuration, use the button 



Refer to Appendix 2 for the filter configuration

## 3.5 Editing Interface page

The main difference with the editing interface of the cover page of the report is the presence of the navigation bar in the chapter on the right of the interface.



To change the page click on the thumbnail of the page.

You can return to the editing interface by clicking chapter  or [Information chapitre](#)

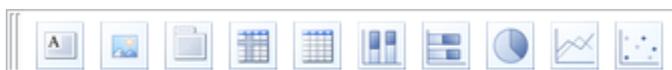
The toolbar at the bottom of the navigation bar contains menu items of Pages:

- Back to editing the chapter
- New page
- Delete a page
- Duplicate page

*Voir 3.2.2 Menu Pages*

### 3.5.1 Objects

You through the menu bar



add objects to the pages of your report.

Two families of objects are available: The "static" and "connected" objects.

The connected objects are configurable via wizards accessed either by double-clicking the

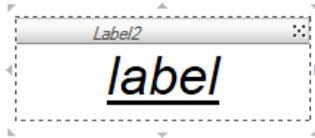
# Hermes.Net v5 - Report Designer

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object or by clicking on the icon .

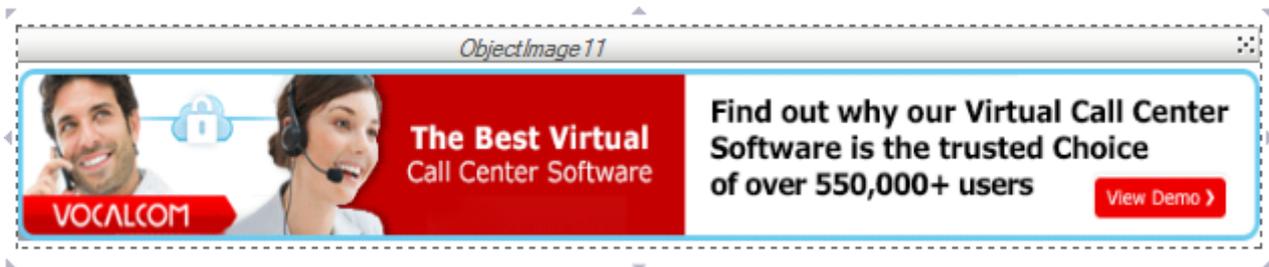
## 3.5.1.1 Texte (Statique)

Allows you to display text in a page.



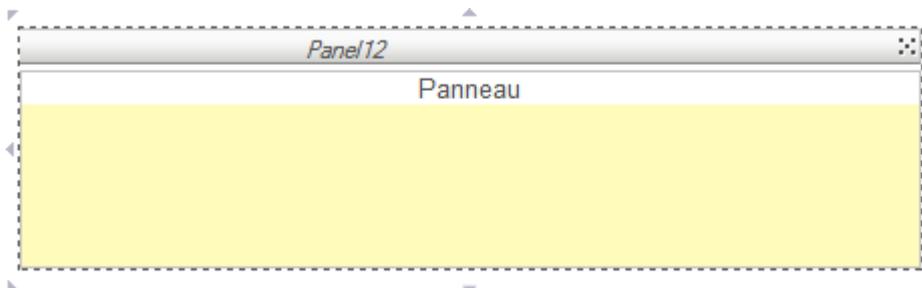
## 3.5.1.2 Image (Static)

Allows you to display an image on a page.



## 3.5.1.3 Panel (Static)

Displays a "zone" in a page.



## 3.5.1.4 PivotTable (Connected)

Used to generate a summary of the selected columns crossing, and add a row and a column calculation.

The operation result of crossing will always sum.

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*Pivot10*

		First Name and Last Na...	First Name and Last Na...	Max
Qualification name1	Qualification detail name1	1	0	1
	Qualification detail name2	0	4	4
Qualification name2	Qualification detail name1	7	0	7
	Qualification detail name2	0	10	10
Avg		2	3.5	

PIVOT EDITEUR : PIVOT10 - ETAPE 1 - SELECTION DES COLONNES

Colonnes disponibles

- Informations sur les campagnes
- Informations fichiers clients

Colonnes sélectionnées

- / QUALIFICATION / STATUS\_LIB  
Alias : Qualification name
- / QUALIFICATION / STATUS\_SUB\_LIB  
Alias : Qualification detail name
- / AGENT INFORMATIONS / FIRST\_AND\_LAST\_NAME  
Alias : First Name and Last Name

Pivot



Suivant >>

		First Name and Last Name1	First Name and Last Name2	Max
Qualification name1	Qualification detail name1	1	0	1
	Qualification detail name2	0	4	4
Qualification name2	Qualification detail name1	7	0	7
	Qualification detail name2	0	10	10
Avg		2	3.5	

**Data grid**

Col 1	Col 2	...	Col n	min	max	Total
5	6	...	12	23	5	
12	14	...	18	44	12	
39	30	...	17	86	17	
32	17	...	28	77	17	
22	28	...	29	89	22	
<b>Total</b>	<b>110</b>	<b>95</b>	<b>114</b>			
<b>Max</b>	<b>39</b>	<b>30</b>	<b>39</b>			
<b>Extra n</b>						

Col 1 to Col. n = Column list of the selected table

Extra = Liste of available calculations : sum, max, min, avg, stddev, variance

Display the columns in a table.

Refer to Appendix 1 for the selection of columns.

The screenshot shows the 'PIVOT EDITEUR : PIVOT10 - ETAPE 2 - CALCULS ET FILTRES' window. It features a 'Qualification de' and 'Qualification na' dropdown menu, a grid for column organization with 'Type de calcul' (Avg) and 'First Name and' dropdowns, and a 'Type de calcul' (Max) dropdown. A 'Filtres' section indicates 'Aucun filtre n'est actuellement défini' with a 'Créer un filtre' button. Navigation buttons include 'Précédent', 'Appliquer', and 'Fermer'. A 'Pivot' preview is visible on the right. At the bottom, a 'Data grid' shows a table with columns 'Col 1', 'Col 2', '...', 'Col n', 'Total', 'Max', and 'Extra n'. Below the grid, there are instructions: 'Col 1 to Col. n = Column list of the selected table' and 'Extra = List of available calculations: sum, max, min, avg, stddev, variance'. A button 'Display the columns in a table.' is also present.

		First Name and Last Name1	First Name and Last Name2	Max
Qualification name1	Qualification detail name1	1	0	1
	Qualification detail name2	0	4	4
Qualification name2	Qualification detail name1	7	0	7
	Qualification detail name2	0	10	10
Avg		2	3.5	

Refer to Appendix 2 for the filter configuration.

Vous pouvez changer l'emplacement des colonnes à l'aide de :

- To move line to column and column line.
- The drop-down lists to sort columns in each section.

You can change the type of calculation rows and columns using the drop-down list.

### 3.5.1.5 Table (Connected)

Can display tabular form the values of one or more columns and add calculation functions grouped by rows or columns.

The screenshot shows a 'DataGrid10' window with a table. The table has four columns: 'ARGUMENTES', 'POSITIFS', 'NON ARGUMENTES', and 'Max'. The first two rows have 'Corps 0' in the first column and dashes in the 'Max' column. The third row has 'Sum' in the first column and dashes in the other three columns.

	ARGUMENTES	POSITIFS	NON ARGUMENTES	Max
Corps 0		Corps 1	Corps 2	-
Corps 0		Corps 1	Corps 2	-
Sum	-	-	-	

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## Step 1: Select the columns

TABLEAU ÉDITEUR : DATAGRID10 - ÉTAPE 1 - SÉLECTION DES COLONNES

Colonnes disponibles

- Informations sur les campagnes
- Informations fichiers clients

Colonnes sélectionnées

- / QUALIFICATION / STATUS\_ARGUED  
Alias : ARGUMENTES
- / QUALIFICATION / STATUS\_POSITIVE  
Alias : POSITIFS
- / QUALIFICATION / STATUS\_NOT\_ARGUED  
Alias : NON ARGUMENTES

Tableau

Suivant

ARGUMENTES	POSITIFS	NON ARGUMENTES	Max
Corps 0	Corps 1	Corps 2	-
Corps 0	Corps 1	Corps 2	-
Sum	-	-	-

Data grid

Col 1	Col 2	...	Col n	Sum	Max	Extra
5	6	12	23	5		
12	14	18	44	12		
39	30	17	86	17		
32	17	28	77	17		
22	28	39	89	22		
Total	110	95	114			
Max	39	30	39			
Extra n						

Col 1 To Col. n = Column list of the selected table

Extra = List of available calculations : sum, max, min, avg, stddev, variance

Display the columns in a table.

Refer to Appendix 1 for the selection of columns.

Once all of your selected columns, click on "Next" to access the configuration of the types of calculations and filters.

Step 2 configuration calculations and filters:



# Hermes.Net v5 - Report Designer

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Step 1 Select the columns.

The screenshot displays the 'VERTICAL BARGRAPH EDITEUR : BARGRAPHV14 - ETAPE 1 - SELECTION DES COLONNES' window. It is divided into several sections:

- Colonnes disponibles:** A list of available columns including 'Code du groupe de qualification', 'Nom du groupe de qualification', 'Code de qualification', 'Nom de la qualification', 'Code de la qualification détaillée', 'Nom de la qualification détaillée', 'Contact positif', 'Contact argumenté non positif', 'Contact non argumenté', 'Contact argumenté', 'Bénéfice', 'Durées', 'Date et heure', 'Réception d'appels', 'Chat / Web', and 'Compteurs'. 'Contact argumenté' is currently selected.
- Colonnes sélectionnées:** A list of selected columns with configuration options. The selected columns are: '- / QUALIFICATION / STATUS\_ARGUED' (Alias: Argued, Calcul: Sum), '- / QUALIFICATION / STATUS\_POSITIVE' (Alias: Positive, Couleur: Green), and '- / DATE & HOUR / DAY\_OF\_WEEK' (Alias: ).
- BarGraph:** A preview of the resulting bar chart.
- Visualizations:** Below the main interface, there are two smaller visualizations. The left one is a vertical bar chart titled 'Répété pour la campagne @REPEAT\_...' with a legend for 'Argued' (blue), 'Positive' (green), and 'Agued' (magenta). The right one is a 'Horizontal Bargraph' showing a table of data and a corresponding horizontal bar chart.

Col. Y axe	Col. Value 1	Col. Value 2
08:00	5	12
08:30	12	18
09:00	24	17
09:30	32	28
10:00	28	39

Refer to Appendix 1 for the selection of columns.

You can select multiple values and a single category.

The category used by grouping column. This means that there will be as many groups of values of values for the input column as category

Step 2 Configuring filters.

VERTICAL BARGRAPH EDITEUR : BARGRAPHV14 - ETAPE 2 - FILTRES

Filtres

SI Nom de la campagne ne contient pas TEST

Précédent Appliquer Fermer

BarGraph

Répété pour la campagne @REPEAT\_...

Horizontal Bargraph

Selected columns from the selected database

Col Y Axis	Col Value 1	Col Value 2
08:00	5	12
08:30	12	18
09:00	24	17
09:30	32	28
10:00	25	39

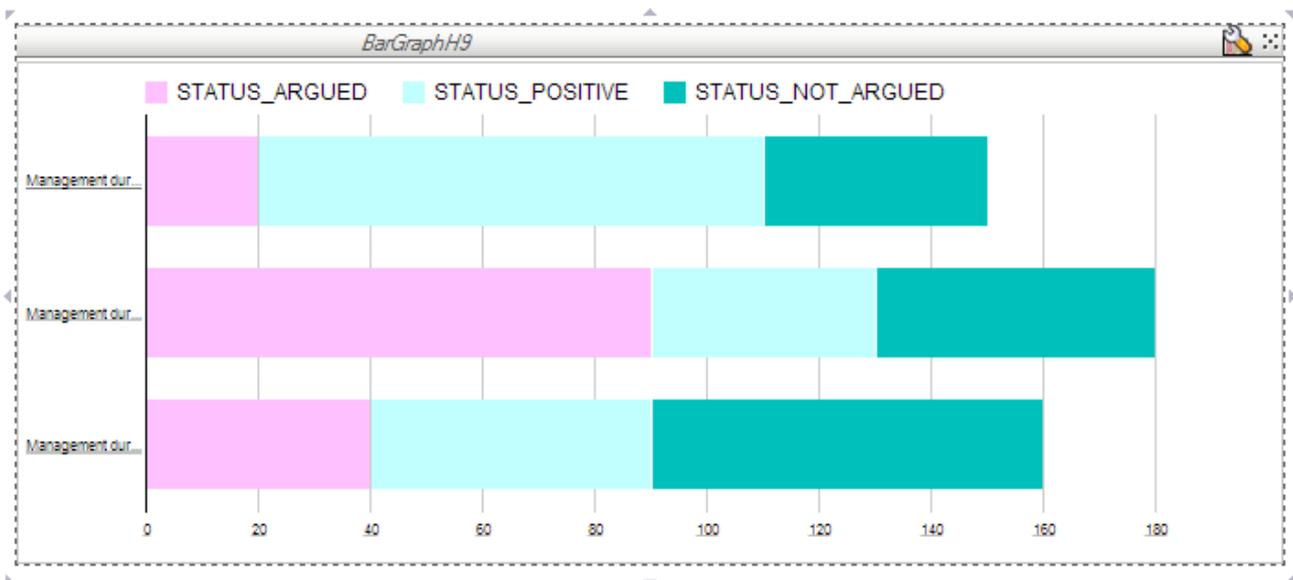
Display column values as horizontal bars

Refer to Appendix 2 for the filter configuration.



- Horizontal bar graph (Connected)

Can display as horizontal bars the values of one or more columns.



# Hermes.Net v5 - Report Designer

The screenshot shows the 'BARGRAPH9 - ETAPE 1 - SELECTION DES COLONNES' window. On the left, a list of 'Colonnes disponibles' includes categories like 'Informations sur les campagnes', 'Qualification', and 'Durées'. The 'Contact argumenté' column is selected. On the right, 'Colonnes sélectionnées' shows three columns: 'QUALIFICATION / STATUS\_ARGUED' (pink), 'QUALIFICATION / STATUS\_POSITIVE' (cyan), and 'DURATIONS / DURATION\_MGT' (teal). The 'DURATION\_MGT' column is set as the category with an alias 'Management duration' and a value interval of 600. A 'Suivant' button is at the bottom right.

Below the configuration window, a preview of the horizontal bar chart is shown. The y-axis is labeled 'Management.duratio...' and the x-axis ranges from 0 to 108. The bars are stacked with pink, cyan, and teal segments. A legend indicates 'STATUS\_ARGUED' in pink. A '1/3' indicator is visible.

To the right of the chart preview is a 'Horizontal Bargraph' configuration panel. It shows a table of selected columns and a small bar chart visualization.

Col. Y. axe	Col. Value 1	Col. Value 2
08:00	5	12
08:30	12	18
09:00	24	17
09:30	32	28
10:00	28	39

Refer to Appendix 1 for the selection of columns.

You can select multiple values and a single category.

The category used by grouping column. This means that there will be as many groups of values of values for the input column as category

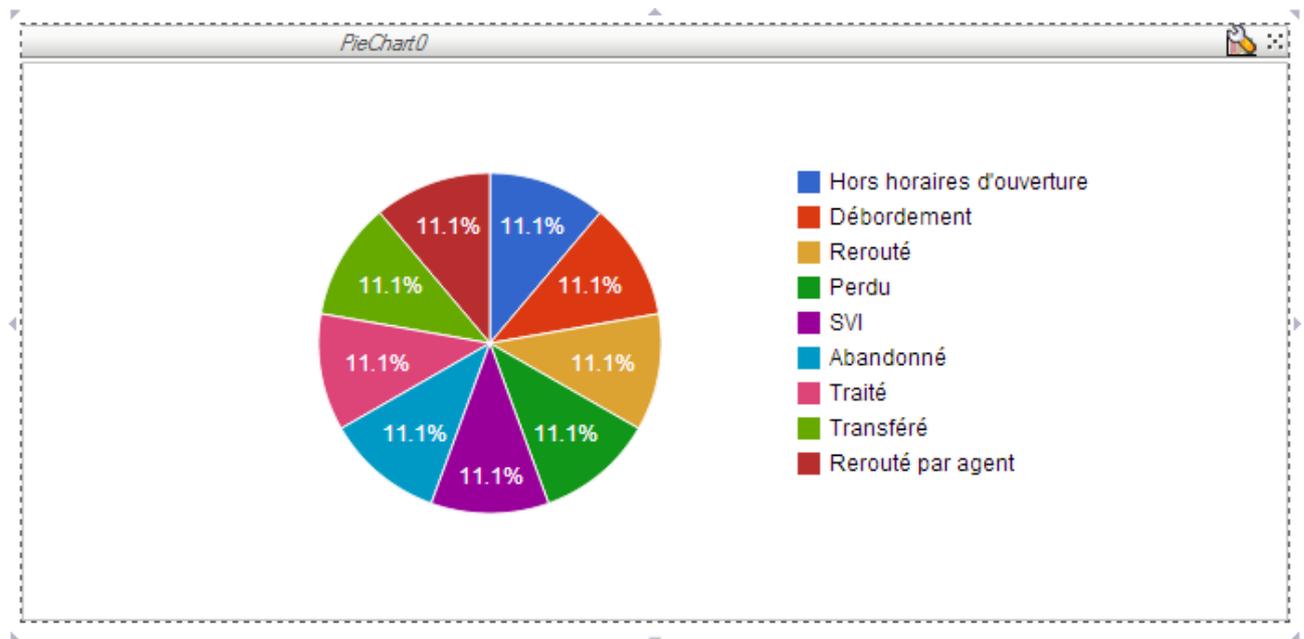
The screenshot shows the 'BARGRAPH9 - ETAPE 2 - FILTRES' window. The 'Filtres' section contains a filter rule: 'SI Nom de la campagne ne contient pas TEST'. Below the filter rule are buttons for 'Précédent', 'Appliquer', and 'Fermer'. The 'Suivant' button from the previous step is also visible.

The chart preview at the bottom left is identical to the one in the previous screenshot, showing the horizontal bar chart with the 'STATUS\_ARGUED' legend.

The 'Horizontal Bargraph' configuration panel on the right is also identical to the previous screenshot, showing the table of selected columns and the small bar chart visualization.

Refer to Appendix 2 for the filter configuration.

3.5.1.7  Pie chart (Connected)



Two types of pie charts are available.

- Type 1 displays as pie segments, the contribution of a value to a sum. To do this, the user selects X columns from one or more tables. He chose to make the contribution which model (sum, max, min, etc..).

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DIAGRAMME CIRCULAIRE DE TYPE 1 EDITEUR : PIECHART0 - ETAPE 1 - SELECTION DES COLONNES

Diagramme circulaire de type 1
  Diagramme circulaire de type 2

Colonnes disponibles

- Informations sur les campagnes
- Informations fichiers clients

Colonnes sélectionnées

- / RÉCEPTION D'APPELS / IN\_TEL\_CLOSED  
Alias : Appel reçus hors horaires  
Couleur :
- / RÉCEPTION D'APPELS / IN\_TEL\_OVERFLOW  
Alias : Appel en débordement  
Couleur :
- / RÉCEPTION D'APPELS / IN\_TEL\_REROUTED  
Alias : Appel rerouté  
Couleur :
- / RÉCEPTION D'APPELS / IN\_TEL\_LOST  
Alias : Appel perdu  
Couleur :
- / RÉCEPTION D'APPELS / IN\_TEL\_IVR\_LOST  
Alias : Appel raccroché dans le S  
Couleur :

Suivant >>

Couverture





- Appel reçus hors hora...
- Appel en débordement
- Appel rerouté
- Appel perdu
- Appel raccroché dans ...

▲ 1/2 ▼

Piechart Type 1

Col. 1	Col. 2	Col. N
V1.1	V2.1	Vn.1
V1.x	V2.x	Vn.x
T1	T2	Tn

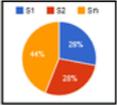
Selected columns from the selected datatable.

T1, T2, Tn = Sum, Max, Min, Count or Avg

$S1 = TT^* / T1 \%$   
 $S2 = TT^* / T2 \%$   
 $Sn = TT^* / Tn \%$

\*TT = Sum from T1 to Tn

Display contribution to the total of each selected columns



Refer to Appendix 1 for the selection of columns.

DIAGRAMME CIRCULAIRE DE TYPE 1 EDITEUR : PIECHART0 - ETAPE 2 - CALCULS ET FILTRES

Organisation des colonnes

Appel reçus hors horaires d'ouverture	Appel en débordement	Appel rerouté	Appel perdu	Appel raccroché dans le SVI	App...

Type de calcul : Somme

Filtres

SI Nom de la campagne ne contient pas TEST

OU ET

Précédent Appliquer Fermer

Couverture





- Appel reçus hors hora...
- Appel en débordement
- Appel rerouté
- Appel perdu
- Appel raccroché dans ...

▲ 1/2 ▼

Piechart Type 1

Col. 1	Col. 2	Col. N
V1.1	V2.1	Vn.1
V1.x	V2.x	Vn.x
T1	T2	Tn

Selected columns from the selected datatable.

T1, T2, Tn = Sum, Max, Min, Count or Avg

$S1 = TT^* / T1 \%$   
 $S2 = TT^* / T2 \%$   
 $Sn = TT^* / Tn \%$

\*TT = Sum from T1 to Tn

Display contribution to the total of each selected columns



Référez-vous à l'annexe 2 pour la configuration des filtres.

- Type 2 displays as pie segments, the contribution of distinct values selected, the sum of the series series. To do this, the user can select at most two columns in one or more tables.

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The screenshot shows the 'DIAGRAMME CIRCULAIRE DE TYPE 2' editor. On the left, a tree view lists available columns under 'Colonnes disponibles'. The 'Durée de post-travail de l'agent' column is selected. In the center, the 'Valeur' field is set to '- / DURÉES / DURATION\_MGT' with an alias of 'Durée de traitement' and a calculation of 'Avg'. The 'Catégories' field is set to '- / RÉCEPTION D'APPELS / IN\_TEL\_END\_STATUS' with an alias of 'Etat final de l'appel'. On the right, a 'Couverture' preview shows a pie chart. Below the editor, a pie chart is displayed with segments for x1 (50%), x2 (30%), x3, and x4. A 'Piechart Type 2' panel on the right shows a table of columns and their corresponding values, along with a legend and a button to 'Display contribution to the total of each unique value'.

Refer to Appendix 1 for the selection of columns.

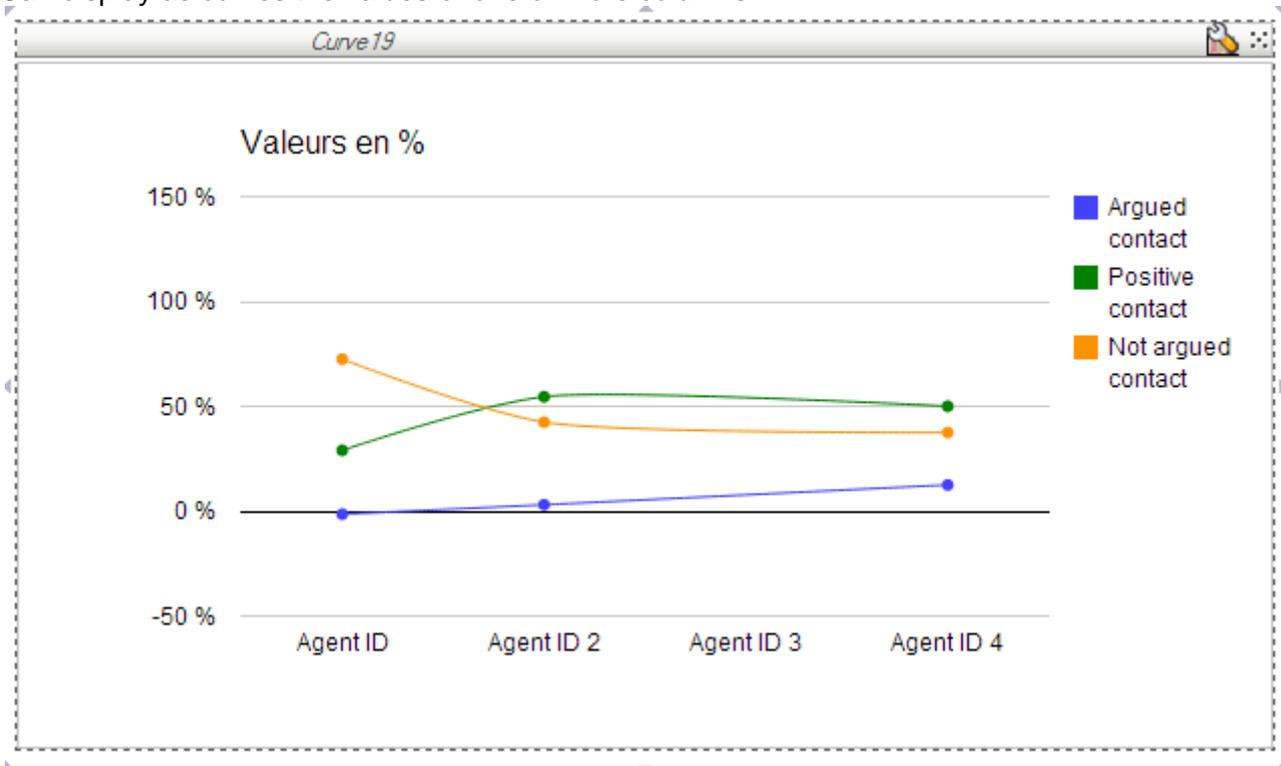
You can choose only one value and only one category.  
The category used by grouping column.

The screenshot shows the 'DIAGRAMME CIRCULAIRE DE TYPE 2' editor with the 'FILTRES' section active. The filter is configured as 'SI Nom de la campagne ne contient pas TEST'. Below the filter, there are buttons for 'Précédent', 'Appliquer', and 'Fermer'. On the right, a 'Couverture' preview shows a pie chart. Below the editor, a pie chart is displayed with the text 'Hello World' above it. A legend on the right shows categories x1, x2, x3, and x4. A 'Piechart Type 2' panel on the right shows a table of columns and their corresponding values, along with a legend and a button to 'Display contribution to the total of each unique value'.

Refer to Appendix 2 for the filter configuration.

## 3.5.1.8 Curve (Connected)

Can display as curves the values of one or more columns.



COURBE EDITEUR : CURVE19 - ETAPE 1 - SELECTION DES COLONNES

Colonnes disponibles

- Informations sur les campagnes
- Informations fichiers clients

Colonnes sélectionnées

Valeur

- / QUALIFICATION / STATUS\_ARGUED  
Alias: Argued contact  
Couleur: ■  
Calcul: Sum
- / QUALIFICATION / STATUS\_POSITIVE  
Alias: Positive contact  
Couleur: ■

Catégories

- / AGENT INFORMATIONS / AGENT\_ID  
Alias: Agent ID

Courbe

Suivant

Valeurs en %

Curves type 1: Standard curve

Col. X-axe	Col. Value 1	Col. Value 2
08:00	5	12
08:30	12	18
09:00	24	17
09:30	32	28
10:00	28	39

Display column values as a curve

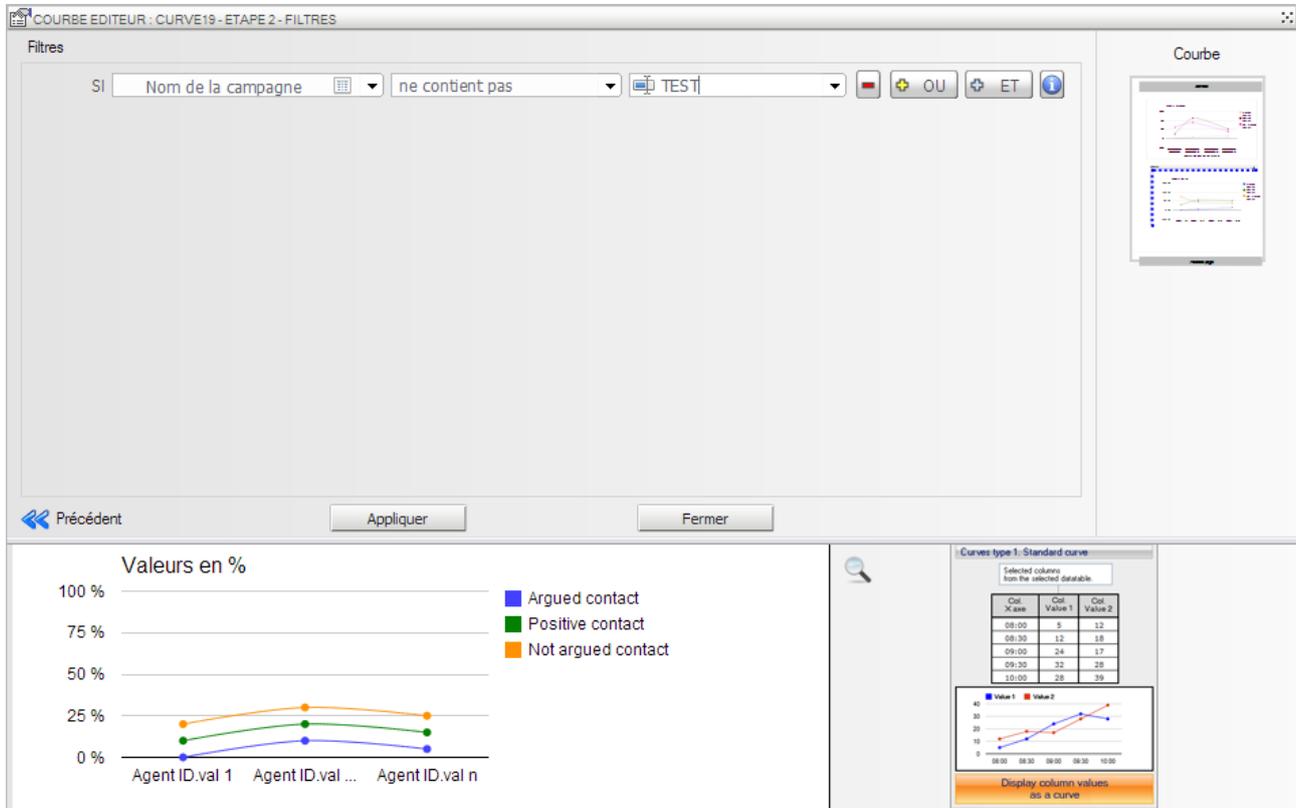
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Refer to Appendix 1 for the selection of columns.

You can select multiple values and a single category.

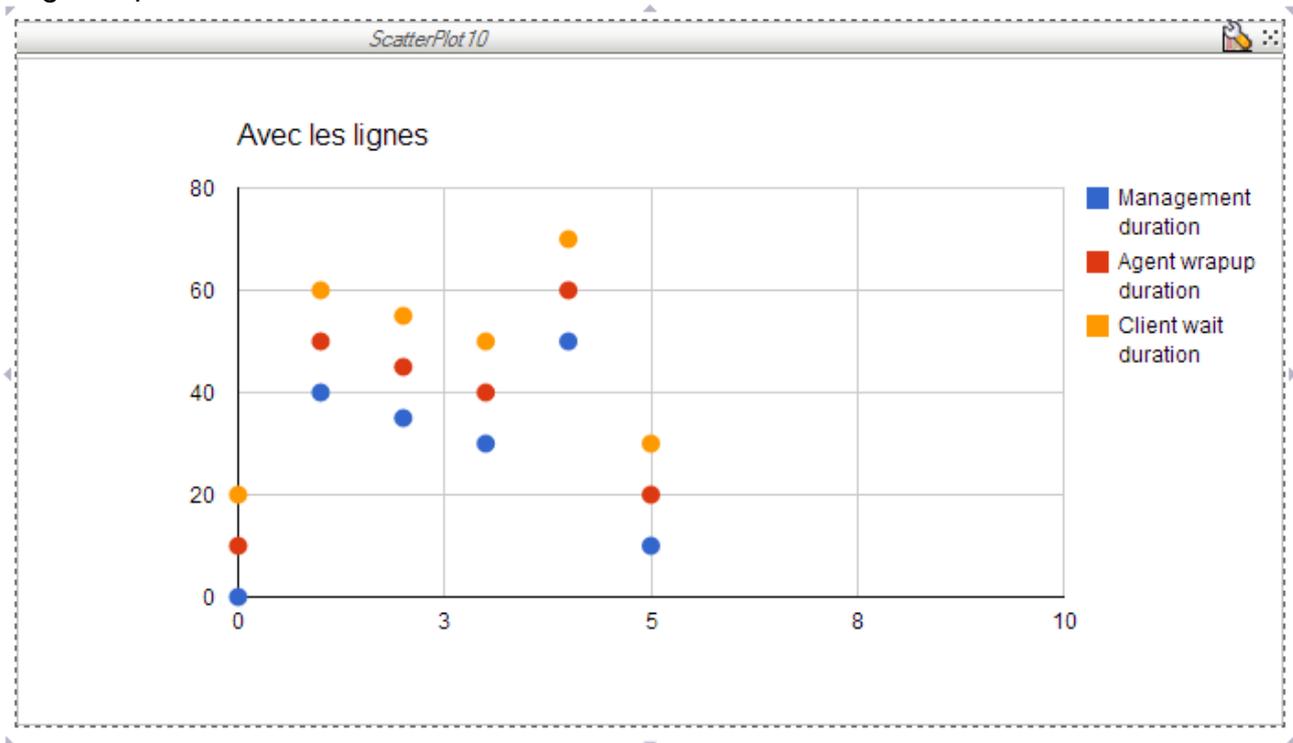
The category used by grouping column. This means that there will be as many values for each curve values for the input column as category



Refer to Appendix 2 for the filter configuration.

## 3.5.1.9 Scatter (Connected)

Allows displayed as scatter values of one or more columns based on another column values.



NUAGE DE POINTS EDITEUR : SCATTERPLOT10 - ETAPE 1 - SELECTION DES COLONNES

Colonnes disponibles

- Informations sur les campagnes
- Informations fichiers clients

Colonnes sélectionnées

Barre en Y: -- / DURATIONS / DURATION\_MGT (Alias: Management duration)

Barre en Y: -- / DURATIONS / DURATION\_WRAPUP (Alias: Agent wrapup duration)

Graduation en X: -- / DURATIONS / DURATION\_MGT (Alias: duration2)

Ordre: -- / DATE & HOUR / DAY\_OF\_WEEK\_LIB (Alias: Day of week)

Suivant >>

Curves type 2: Scatter plot

Col. X axis	Col. Value 1	Col. Value 2
5	5	12
13	14	28
39	30	17
32	22	28
22	28	39

Display one or more curves in function of another.

Refer to Appendix 1 for the selection of columns.

You can select multiple values and a single category.

The category used by grouping column. This means that there will be as many values for

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each scatter plot of values for the input as a category column.

You can input columns to specify the order of points.

The screenshot shows the 'NUAGE DE POINTS.EDITEUR : SCATTERPLOT10 - ETAPE 2 - FILTRES' window. It features a 'Filtres' section with a search bar containing 'ne contient pas' and a dropdown menu with 'TEST'. Below this is a large empty area for the scatter plot. At the bottom of the window are buttons for 'Précédent', 'Appliquer', and 'Fermer'. To the right, a 'ScatterPlot' preview shows a grid with data points. Below the main window, there are two smaller plots: 'Avec les lignes' showing a scatter plot with three data series (Management duration, Agent wrapup duration, Client wait duration) and 'Curves type 2: Scatter plot' showing a line graph with two series (Value 1, Value 2) and a data table.

Col. X-axis	Col. Value 1	Col. Value 2
5	6	12
12	14	18
39	30	17
32	22	28
22	28	39

## 3.5.2 Property Management

When an object is selected, the properties tabs are dynamically loaded to configure the properties of the object.

Click on a tab to display the popup configuration properties in this tab.

Properties can be of different types:

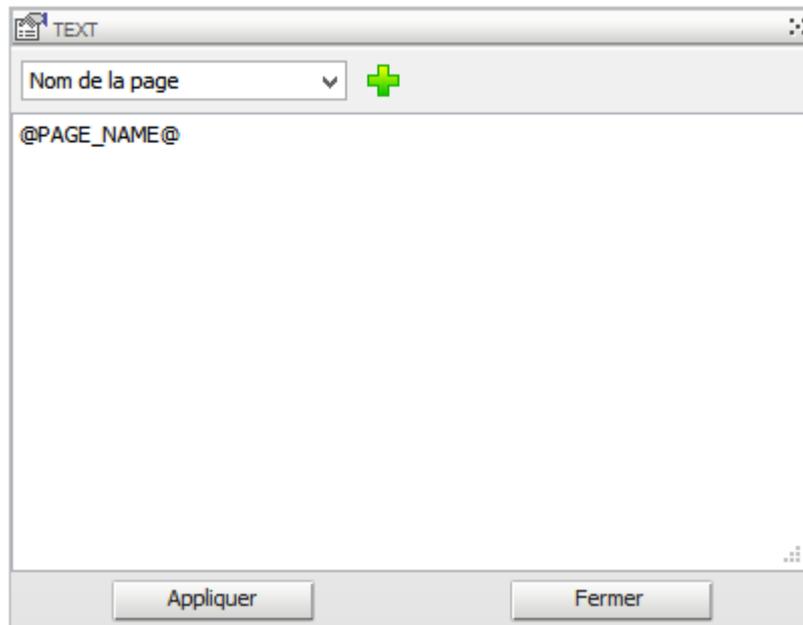
-  @PAGE\_NAME  Free field

Manually enter the value of the property.

Button  opens a popup with a larger area of seizure.

In this popup you can insert global variables report using the predefined list.

Enter the variable to insert and then click the button  to add the variable in the input box at the cursor location.



- Selection list

Allows you to choose the value of the property from a list of predefined values

- Selection list + Free Field

Allows you to choose the value of the property from a list of predefined values or enter the property value manually

- Numerical

Captures the value of a numeric property

By clicking on the buttons   you can decrease / increase the value of 1.

Pressing and holding the CTRL key and clicking on the button you can decrease / increase the value of 10 key.

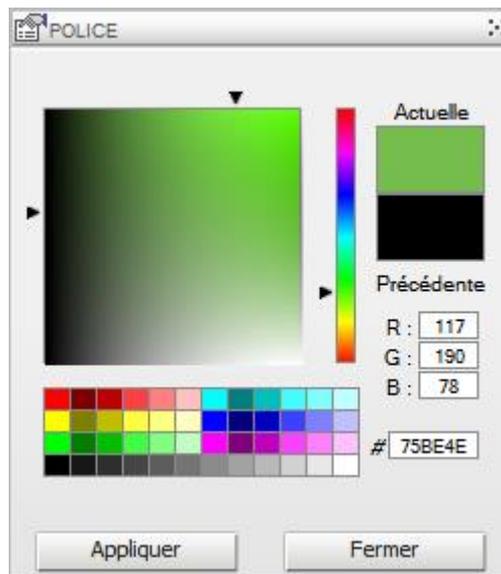
The property value must be numeric greater than 0.

- Colour picker

Captures the value of a property of type color.

The value must be of the hex code (black: # 000000)

Button  opens a popup visual color selection.



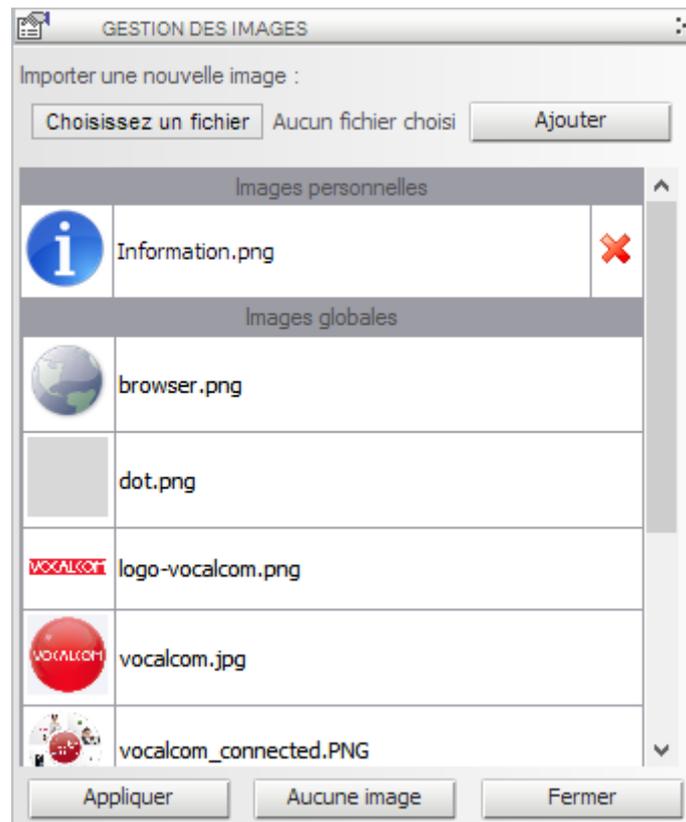
- Checkbox

Active ownership when the box is checked.

- Image

Allows you to choose the value of a property of type Image using the popup selection / import image.

Click  to open the popup.



In this popup you can choose to import an image from your hard drive, or use an already imported image.

The image list contains two sections:

- Personal Images

Corresponds to imported by a user of your company image.

You can delete an image of these images by clicking on the button .

*Caution! If you delete an image used in another report, then the image will no longer exist in the other report.*

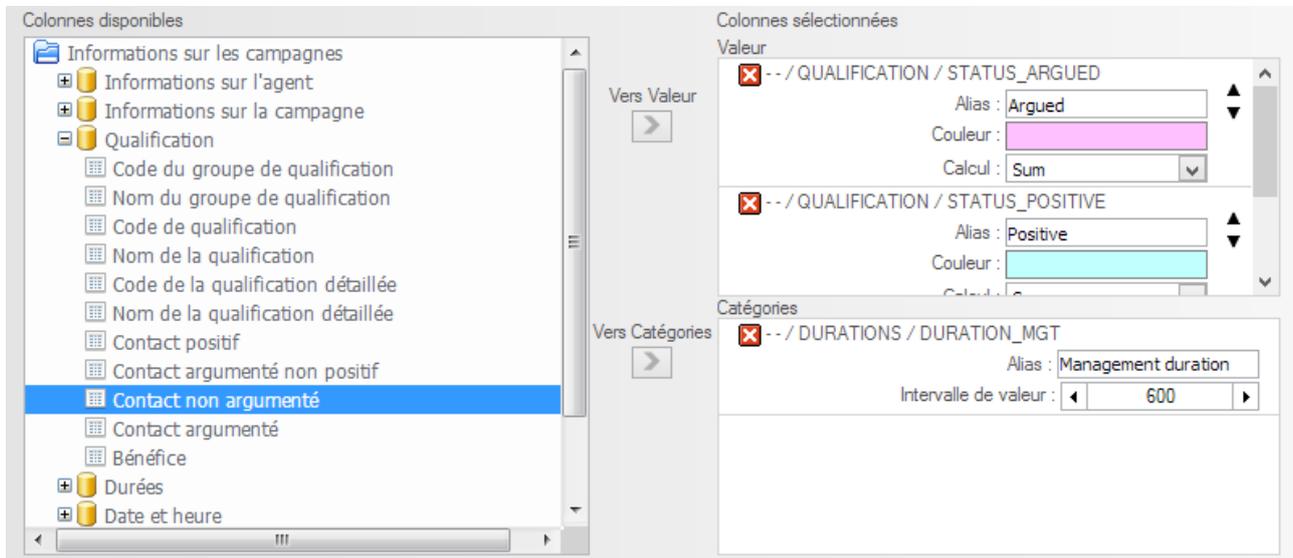
- Global Images

*Match the pictures provided by Vocalcom. You cannot delete these pictures.*

*Click on an image to be selected, and then click Apply to assign the image to the property.*

*By clicking on the "No Image" button you can delete the value of the property.*

## 1. Select columns in wizards



Available columns are divided into two groups:

- The Information campaigns
- Files Customer Information

The selected columns will be divided into one section to n according to the wizard.

Once selected in the left pane, use the button to assign this column repeater / the value / the class / etc.

You can enter an alias for the selected column. If no alias is entered, the technical name of the column will be displayed during the generation.

Depending wizards you can:

- Sort columns through icons.
- Choose a color for the column.

Click the field to open the popup color selector.

- Select the calculation to be performed on the column from the list.
- Select the date format (for columns of type date) from the list.
- Select the aggregation interval values (for numeric columns).

The values found in the database will be rounded to the beginning of the interval in which they are located. Example: 17 with an interval of 5 will be rounded to 15.

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To delete a column in a section, use the button 

## 2. Configure filters in wizards



SI Type de la campagne égal à OUTBOUND

OU égal à INBOUND

ET Durée de traitement supérieur à 360

IF (CAMP\_TYPE\_LIB = 'OUTBOUND' OR CAMP\_TYPE\_LIB = 'INBOUND') AND (DURATION\_MGT > 360)

Enter the column on which you want to apply a filter, then choose the filter operator from the list, then enter the values.

To remove a filter click 

To add a filter on the same column you can either click on the button  and enter a new operator and a new value, or click  and regroup column operator and value.

If you click on the button , one of the conditions is required for the filter group.

If you click on the button , conditions must all be met.

To view a summary of all the filters click 