

# Tech note - Using reports in Attend Anywhere



Attend Anywhere | October 2020 | Version 1.0

## Advice on using reports in Attend Anywhere

This document provides advice regarding the use of reports in Attend Anywhere and discusses the current known issues and limitations.

Find out more about reports in the Resource Centre

Go to: **Use > Using the Management Console > Reports**

- **Reports page:** Learn more about reports; how to view them, download them, configure them, and view their high-level summaries. Set the reporting date range as well as minimum consultation/meeting durations.
- **Detailed usage reports:** Most summaries have a related, detailed report that can be downloaded as a comma-separated values (CSV) file. Each downloadable report provides extensive usage information about the related Organisational Units, Waiting Areas, Meeting Rooms, and people for the nominated period.
- **Reporting tags:** Reporting tags are labels that you can assign to specific Organisational Units and Waiting Areas. After a report is generated, you can use these labels to refine the way that you filter, interpret, and analyse report data.
- **Reporting FAQs:** Here are a few of the questions you have asked about the Reports page, and the data contained in the reports.

## Reporting APIs

As part of an ongoing program to offer Attend Anywhere APIs free-of-charge to developers of third-party systems, Attend Anywhere has launched its developer site containing two initial APIs.

- **Reporting APIs:** Allows all Attend Anywhere reports to be integrated directly into your reporting software.
- **Integration APIs:**
  - **Caller Arrival:** Enables developers of third-party systems such as Patient Administration Systems and Electronic Health Records to know that a patient has arrived and indicate this to the clinic staff.
  - **Go To Waiting Area:** Allows Service Providers to Join a Waiting Area
  - **Join Video Room:** Allows clinicians to join a consultation directly from a third-party system.

The API Reference can be accessed here: <https://developers.attendanywhere.com>

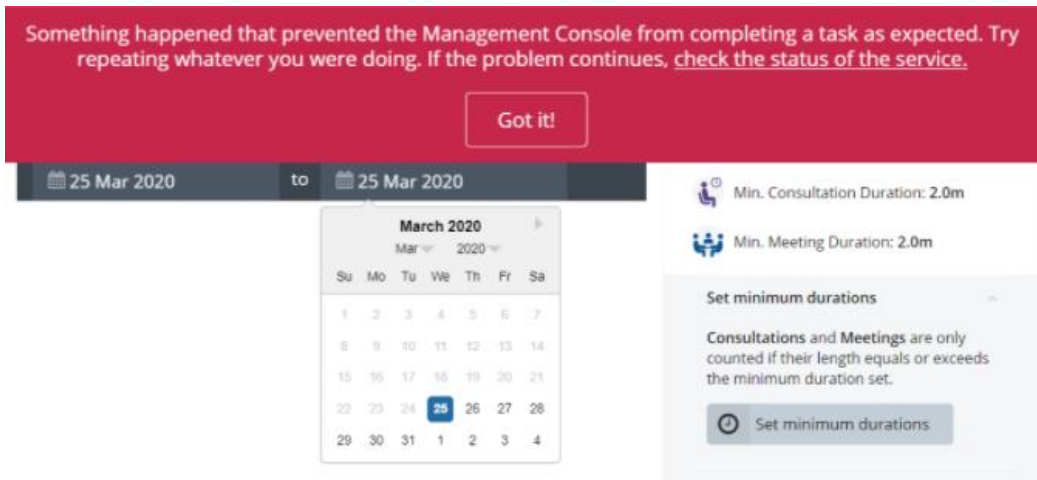
## Reporting issues fixed (deployed October 2020)

### System administrator unable to generate report

<b>Issue number</b>	AAPLAT-47
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Optimisations have been made to reporting tiles on the **Reports** page. These changes allow System Administrators to generate reports without the Management Console timing out.

Previously, when System Administrators were running large reports, a red banner would display asking System Administrators to repeat the steps or check the status page.



### Incorrect cumulative Report totals for consultations

<b>Issue number</b>	AAPLAT-183
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For large data volumes over multi-month periods, Summary tiles for **Consultations** now match cumulative Consultation report totals.

Previously, reports on large data volumes could timeout before all totals were calculated.

For example, in the following image, the **Total** result in the final panel shows the incorrect value of 19k whereas it should be 52k, the sum total of April, May, and June consults (36k + 6.6k + 9.4k).



## Calculation error when user leaves then re-enters the same call

<b>Issue number</b>	AAPLAT-93
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Fixed a calculation error for the scenario when a user leaves then re-enters the same call.

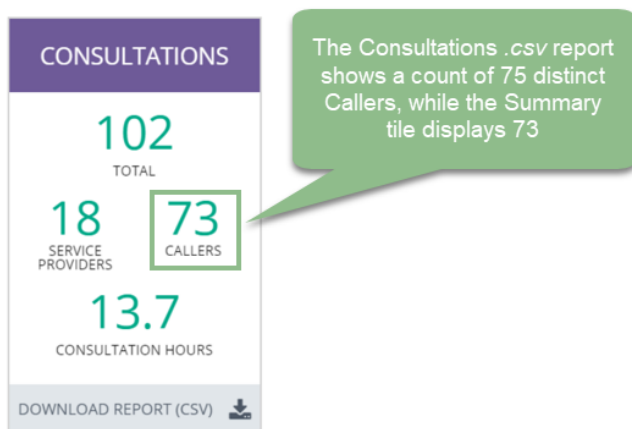
Previously, the **Encounter Durations (sec)** column in the downloaded **Consultations** report displayed the total call duration, including the time the provider was not in the call.

In the fix, the **Encounter Durations (sec)** column reflects the total duration of the call between the caller and provider. This duration now excludes the time the provider was not in the call, for example, if they momentarily dropped out of the call.

## Mismatch between summary tile and number of callers

<b>Issue number</b>	AAPLAT-692
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A discrepancy between the number of callers displayed on the **Consultations** summary tile and the downloaded **Consultations** report file has been fixed.



## Rejoin numbers in the Consultations report now updates correctly

<b>Issue number</b>	AAPLAT-259
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Fixed a data issue whereby the **Rejoins** column in the downloaded **Consultations** report.

Previously, data in the **Rejoins** column in the **Consultations** report did not accurately reflect the number of rejoins during a call.

## Improved speed in displaying tiles on Reports page

<b>Issue number</b>	AAPLAT-772
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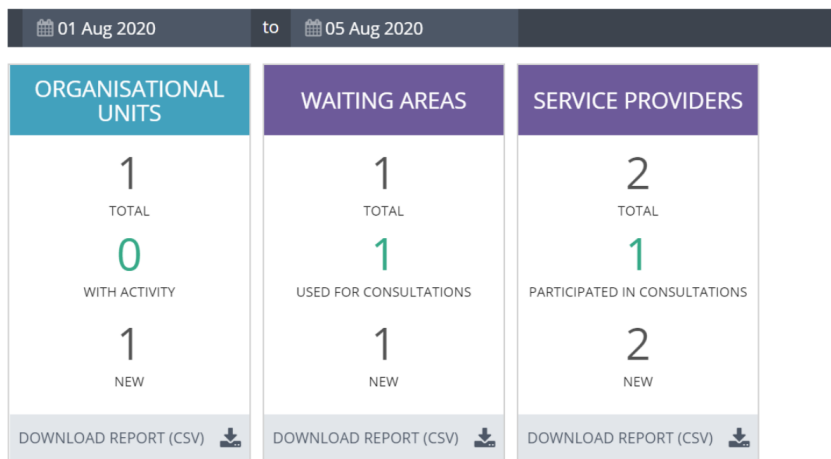
Implemented speed improvements in displaying tiles on the **Reports** page.

## Updating Organisational Units tiles

<b>Issue number</b>	AAPLAT-773
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The summary tile for **Organisational Units** now automatically updates after its first consultation is completed.

### Reports



## Waiting Area summary tile not displaying

<b>Issue number</b>	AAPLAT-771
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The **Waiting Areas** summary tile now correctly displays when a new Waiting Area is added for a newly created Organisational Unit.

Previously, the **Waiting Areas** summary tile did not display.

## Platform Accounts report does not show identical data for same date range

<b>Issue number</b>	AAPLAT-770 and AAPLAT-768
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The **Platform Accounts** report now displays the correct data when the same date range is entered. Previously, the returned data for the same date range may have differed.

## Counters mismatch for summary tile and detailed report

<b>Issue number</b>	AAPLAT-769
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The number of Organisational Units for the **With Activity** result on the **Organisational Units** summary tile now matches the figure for **Organisational Units used in Consultations or Meetings** in the Organisational Units report.

Previously the numbers varied as the list of included Activities was incorrect.

## The Meeting Room Members summary tile displays an incorrect figure

<b>Issue number</b>	AAPLAT-514
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The **Meeting Room Members** summary tile for *new* members now displays the correct figure.



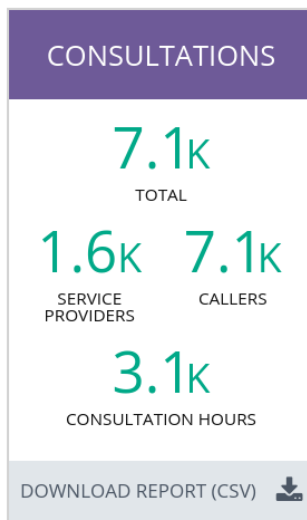


## Reporting known issues

Sometimes, the Consultations report is empty

<b>Issue number</b>	AAPLAT-338
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On rare occasions, the **Consultations** reports may be empty even though the **Consultations** summary tile displays the expected data. This is due to the request timing out just before the report is fully generated.



Report	Consultations									
Reporting	#####									
Reporting	#####									
Reporting	#####									
Reporting	Europe/London									
Organisation	Waiting Ar	Room ID	User ID	User name	Participant	Entry Time	Time Call /	Time To A	Time Call E	Encount

The Service Providers report and the Waiting Areas report do not use the same method to count distinct Callers

<b>Issue number</b>	AAPLAT-715
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The **Waiting Areas** report (*Total Consultations* column) and **Service Providers** report (*Consultations* column) do not match when listing the number of consultations for a particular Waiting Area in a reporting period.

This issue occurs because the **Service Providers** report currently uses distinct *Encounters*, but should use the same method as the **Waiting Areas** report, which counts distinct *Callers*.

## Reporting known limitations

Sometimes, Consultation reports are empty while the Consultations summary tile displays data

<b>Issue number</b>	AAPLAT-624
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In the **Consultations** report, the **Sent Bandwidth** and **Received Bandwidth** columns are empty because the data is not available from some devices.

### Further information

See the **Known Issues and Limitations** topic in your region for more detailed information on all known and tracked issues relating to the Attend Anywhere platform:

- **Australia:** <https://consult.attendanywhere.com/release>
- **UK:** <https://consult.attendanywhere.co.uk/release>
- **Scotland:** <https://nhs.attendanywhere.com/release>
- **Wales:** <https://wales.nhs.attendanywhere.com/release>
- **England:** <https://england.nhs.attendanywhere.com/release>