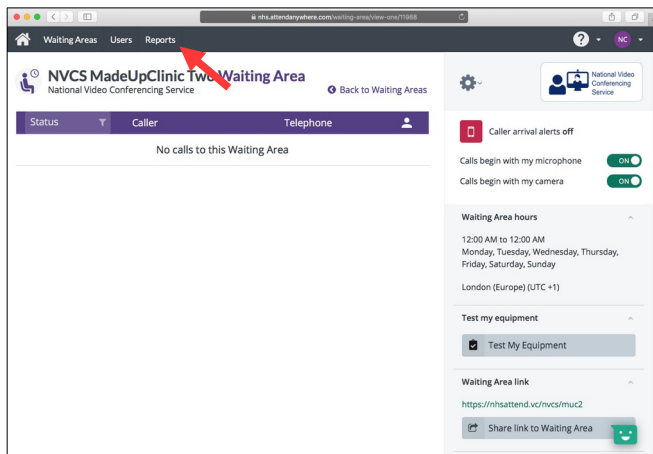


National Video Conferencing Service

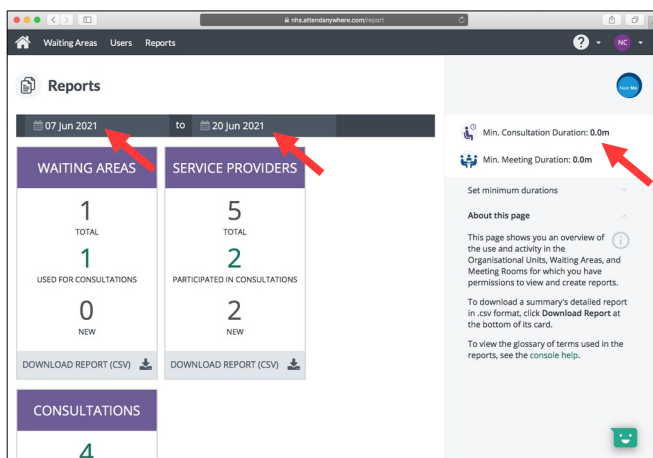
Email: vc.support@nhs.scot
Telephone: 01224 816 666

Service Administrator Reports v1.0



Once logged in, if you have a Service Administrator role for a Waiting Area, you'll see a Reports button (red arrow) at the top of your home screen.

The screenshot shows the home screen of a user with access to a single Waiting Area and a Service Administrator role for it. They'd receive results for that Waiting Area. If they'd had an admin role within five Waiting Areas, they could access combined reports including detailed data on all five.

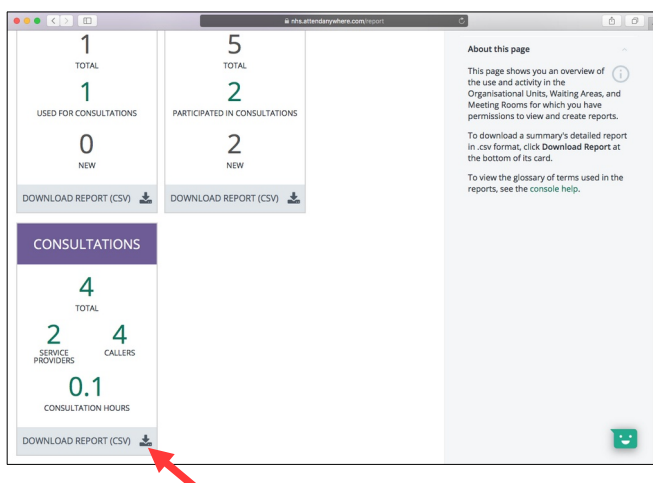


Click/tap Reports to open the Report screen

You can choose a minimum consultation duration (default is 0 minutes) and select a date range (default is the whole of the current month).

Most admins are interested in the Waiting Area reports for general statistics.

The Consultation report gives more detail on the individual calls – useful for checking things like how long a caller was seen or whether more than one provider joined them in a call.



To download the report, click/tap the Download Report (CSV) button at the bottom of the relevant tile.

No caller detail, other than the unique Room ID given to each individual caller is kept. However, the RoomID allows you to track the events that happened within their call, should you choose the Consultation report.