LogMeIn Rescue Reports Reference Guide

LogMeIn®

Contents

How to Generate a Report

Follow this procedure to generate a report in the LogMeIn Rescue Administration Center.

1. On the Organization Tree, select the organizational unit for which you want to generate a report.
2. Select the **Reports** tab.
3. Select the type of report you want to generate using the **Report Area** drop-down box.
4. For most report areas, you must select a **List Type**.

   - Choose `List All` to view information about specific sessions or logins
   - Choose `Summary` to view cumulative information

5. Specify the reporting period (**Date Range**) in one of two ways:

   - Choose a pre-defined report period (today, yesterday, etc.)
   - Choose a specific **Start Date** and **End Date**

6. Select the **Time Zone** to be applied:

   - Choose `Local` to report all times using your current time zone (where you are when you generate the report)
   - Choose `UTC` to report all times in Coordinated Universal Time, which is effectively the same as Greenwich Mean Time (GMT)

7. Choose a **Daily Time Range**.

   Generate reports covering any period of the day. This is useful for evaluating shift performance.

8. Select the type of file to generate from the drop-down list next to **Get report**.

   💡 **Tip:** To view the report on the Administration Center Reports tab without downloading a file, choose **HTML**.

9. Generate the report by clicking **Get report**.

Time Zone Example

Local time. Assume you are in New York and you generate a report for a Technician Group with technicians in San Francisco and Paris. Event times will be reported in local (New York) time. An event that occurred at 2:00:00 PM in San Francisco will be reported as 5:00:00 PM. An event that occurred at 2:00:00 PM in Paris will be reported as 8:00:00 AM.

UTC. Assume you generate a report for a Technician Group with technicians in San Francisco and Paris. Regardless of your location, event times will be reported in UTC. An event that occurred at 2:00:00 PM San Francisco time (UTC-8) will be reported as 10:00:00 PM. An event that occurred at 2:00:00 PM in Paris (UTC+1) will be reported as 1:00:00 PM.

Customer Survey Report (List All)

This report returns the results of **individual** customer surveys submitted in response to sessions conducted by members of the selected unit during the selected period.

Each row represents one submitted survey.

Source
The name of each channel or Technician Group for which a Customer Survey has been activated on the **Settings** tab > **Customer Survey** section. The value `Technicians` is returned when a global survey is assigned to all technicians in an organization. Data type: String. Data length: 128 characters.

Session ID
An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.

Date
The date and time when the technician ended the session. Data type: DateTime. Data length: unspecified.

[Name]
The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.

[Survey Columns]
These variable columns will show responses to the survey questions defined on the Settings tab in the Customer Survey section.

Open answers
If **open answers** is selected under **Settings** > **Customer Survey** > **Edit**, the column displays the verbatim answer submitted by the customer.

Drop-down
If **drop-down** is selected under **Settings** > **Customer Survey** > **Edit**, the column displays the numeric value corresponding to the configured predefined reply. (For example, **1** corresponds to the first predefined answer from the drop-down list, while **2** corresponds to the second one, and so on.)

Data type: String. Data length: 128 characters.

Technician Name
The technician's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.

Technician ID
An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.

Technician Email
The email address of the technician. For approved technicians, the email is recorded in the **Email** field on the **Organization** tab. For unlisted technicians, the email is recorded during the invitation process. Data type: String. Data length: 128 characters.

Customer Survey Report (Summary)

This report returns the **cumulative** results of customer surveys submitted in response to sessions conducted by members of the selected unit during the selected period.

Each row represents an organizational unit.

Source	The name of each channel or Technician Group for which a Customer Survey has been activated on the **Settings** tab > **Customer Survey** section. The value `Technicians` is returned when a global survey is assigned to all technicians in an organization. Data type: String. Data length: 128 characters.
Number of Surveys	The total number of surveys received. Data type: Integer. Data length: unspecified.
[Survey Columns]	These variable columns will show the total number of responses to the survey questions defined on the Settings tab in the Customer Survey section. Data type: String. Data length: 128 characters.

Customer Survey Issuance Report (List All)

This report returns the results of **individual** customer surveys submitted in response to sessions conducted by members of the selected unit during the selected period. It also displays whether the closing or the starting technician issued the customer survey.

Important: This report is only available if in the Administration Center you choose **Global Settings** > **Customer Survey Issuance** > **Survey issued by** > **Closing technician**.

Each row represents one submitted survey.

Source	The name of each channel or Technician Group for which a Customer Survey has been activated on the **Settings** tab > **Customer Survey** section. The value `Technicians` is returned when a global survey is assigned to all technicians in an organization. Data type: String. Data length: 128 characters.
Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Date	The date and time when the technician ended the session. Data type: DateTime. Data length: unspecified.
[Name]	The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.
Technician Name	The technician's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.
Technician ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Technician Email	The email address of the technician. For approved technicians, the email is recorded in the **Email** field on the **Organization** tab. For unlisted technicians, the email is recorded during the invitation process. Data type: String. Data length: 128 characters.
Survey issued by closing technician	Displays which technician issued the customer survey: • **Yes** – the closing technician issued the survey • **No** – the starting technician issued the survey

Customer Survey Issuance Report (Summary)

This report returns the **cumulative** results of customer surveys submitted in response to sessions conducted by members of the selected unit during the selected period. It also displays whether the closing or the starting technician issued the customer survey.

Important: This report is only available if in the Administration Center you choose **Global Settings** > **Customer Survey Issuance** > **Survey issued by** > **Closing technician**.

Each row represents an organizational unit.

Source	The name of each channel or Technician Group for which a Customer Survey has been activated on the **Settings** tab > **Customer Survey** section. The value `Technicians` is returned when a global survey is assigned to all technicians in an organization. Data type: String. Data length: 128 characters.
Number of Surveys	The total number of surveys received. Data type: Integer. Data length: unspecified.
[**Survey Columns**]	These variable columns will show the total number of responses to the survey questions defined on the Settings tab in the Customer Survey section. Data type: String. Data length: 128 characters.
Survey issued by closing technician	Displays which technician issued the customer survey: • **Yes** – the closing technician issued the survey • **No** – the starting technician issued the survey

Performance Report (List All)

This report returns **individual** performance data for each member of the selected unit for the selected period.

Each row represents a technician.

Technician Name	The technician's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.
Technician ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Technician Email	The technician's email address as recorded in the **Email** field on the Organization tab. Data type: String. Data length: 128 characters.
Total Login Time	Per technician, the total time spent logged in to the Technician Console. Data type: DateTime. Data length: unspecified.
Number of Sessions	Per technician, the number of sessions handled. Data type: Integer. Data length: unspecified.
Number of Sessions per Hour	Per technician, the number of sessions divided by total login time. Use this value to assess how many sessions a technician can manage in an hour. Data type: String. Data length: 128 characters.
Average Pick-up Speed	Per technician, the average elapsed time between the beginning of Waiting status and session start by the technician. From the customer's perspective, this is the amount of time the customer sees the message `Waiting for a technician`. Data type: DateTime. Data length: unspecified.
Average Duration	Per technician, the average session duration. Data type: DateTime. Data length: unspecified.
Average Work Time	Work Time is actual Technician Console utilization time during a session. It is the time spent actually using Technician Console functionality: (1) the session must be selected, (2) with an active connection to the Applet, (3) with the Technician Console in focus, and (4) the technician's status must not be Away. Data type: DateTime. Data length: unspecified.
Longest Session	Per technician, the length of the longest single session. Data type: DateTime. Data length: unspecified.
Total Active Time	Per technician, the cumulative time spent in Active status for all sessions. Active time is measured from pickup (Active status) to close (Closed status), excluding Hold Time, Time in Transfer, Rebooting Time, and Reconnecting Time. Data type: DateTime. Data length: unspecified.
Total Work Time	Work Time is actual Technician Console utilization time during a session. It is the time spent actually using Technician Console functionality: (1) the session must be selected, (2) with an active connection to the Applet, (3) with the Technician Console in focus, and (4) the technician's status must not be Away. Data type: DateTime. Data length: unspecified.

Performance Report (Summary)

This report returns **collective** performance data for all members of the selected unit for the selected period.

Number of Sessions	The total number of sessions handled. Data type: Integer. Data length: unspecified.
Total Login Time	The total time spent logged in to the Technician Console. Data type: DateTime. Data length: unspecified.
Average Number of Sessions per Hour	The average number of sessions handled per hour. Data type: String. Data length: 128 characters.
Average Pick-up Speed	The average elapsed time between the beginning of Waiting status until entering Active status (when the session is picked up by the technician). From the customer's perspective, this is the amount of time the customer sees the message `Waiting for a technician`. Data type: DateTime. Data length: unspecified.
Average Session Duration	The average length of sessions handled by technicians in the selected unit. Data type: DateTime. Data length: unspecified.
Average Work Time	Work Time is actual Technician Console utilization time during a session. It is the time spent actually using Technician Console functionality: (1) the session must be selected, (2) with an active connection to the Applet, (3) with the Technician Console in focus, and (4) the technician's status must not be Away. Data type: DateTime. Data length: unspecified.
Total Session Time	The total length of sessions handled by technicians in the selected unit. Data type: DateTime. Data length: unspecified.
Longest Session	The length of the longest session conducted during the selected period by any member of the selected unit. Data type: DateTime. Data length: unspecified.
Total Active Time	The cumulative time spent in Active status for all sessions. Active time is measured from pickup (Active status) to close (Closed status), excluding Hold Time, Time in Transfer, Rebooting Time, and Reconnecting Time. Data type: DateTime. Data length: unspecified.
Total Work Time	Work Time is actual Technician Console utilization time during a session. It is the time spent actually using Technician Console functionality: (1) the session must be selected, (2) with an active connection to the Applet, (3) with the Technician Console in focus, and (4) the technician's status must not be Away. Data type: DateTime. Data length: unspecified.

Login Report (List All)

This report returns data for each **unique** login performed by a member of the selected unit during the selected period

This report can be generated for any organizational unit.

Each row represents a unique login event.

Login Date	The date when the login occurred, based on the selected time zone. Data type: DateTime. Data length: unspecified.
Name	The user's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.
User ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Email	The Rescue user's email address as recorded in the **Email** field on the Organization tab. Data type: String. Data length: 128 characters.
Start Time	The exact login time. Data type: DateTime. Data length: unspecified.
End Time	The exact logout time. Data type: DateTime. Data length: unspecified.
Total Login Time	Length of time logged in to LogMeIn Rescue. Data type: DateTime. Data length: unspecified.
IP Address	The IP address from which login occurred. Data type: String. Data length: 15 characters.
Busy Time	Length of time in Busy status. Reported for technicians only. Data type: DateTime. Data length: unspecified.
Away Time	Length of time in Away status. Reported for technicians only. Data type: DateTime. Data length: unspecified.
Idle Time	Idle Time is when a technician is logged in to the Technician Console but has no sessions. Idle Time ends as soon as any session enters any status in the Technician Console. Data type: DateTime. Data length: unspecified.

Login Report (Summary)

This report returns **cumulative** login data for members of the selected unit for the selected period.

This report can be generated for any organizational unit.

Each row represents one member of the organization.

Name	The Rescue user's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.
User ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Email	The Rescue user's email address as recorded in the **Email** field on the Organization tab. Data type: String. Data length: 128 characters.
Nickname	The Rescue user's nickname as recorded in the **Nickname** field on the Organization tab. Data type: String. Data length: 128 characters.
Group	The name of the Administrator Group or Technician Group to which the user belonged at the time of login. Data type: String. Data length: 128 characters.
User Created On	The date when the user was added to the organization with a valid name and email on the Organization tab. Data type: DateTime. Data length: unspecified.
Number of Logins	The number of unique login events recorded during the selected period. Data type: Integer. Data length: unspecified.
Average Login Time	The average length of time logged in to LogMeIn Rescue. Data type: DateTime. Data length: unspecified.
Total Login Time	The total time spent logged in to LogMeIn Rescue. Data type: DateTime. Data length: unspecified.
Total Busy Time	The total time in Busy status. Reported for technicians only. Data type: DateTime. Data length: unspecified.
Total Away Time	The total time in Away status. Reported for technicians only. Data type: DateTime. Data length: unspecified.
Total Idle Time	Idle Time is when a technician is logged in to the Technician Console but has no sessions. Idle Time ends as soon as any session enters any status in the Technician Console. Data type: DateTime. Data length: unspecified.

Session Report (List All)

This report returns data for each **unique** session conducted by members of the selected unit during the selected period.

Each row represents a unique session.

Start Time	The exact time when the session entered Active status. Data type: DateTime. Data length: unspecified.
End Time	The exact time when the session entered Closed or Timed Out status. Data type: DateTime. Data length: unspecified.
Last Action Time	The exact time of the action that ended the technician's state of being "in action". A technician is in action if he is in a session, and for that session the Technician Console and the Applet have a working connection (that is, the sockets between the Technician Console and Applet are connected). Any of the following ends the technician's "in action" state:

> • The technician's status Changes to "Away".
> • The technician loses connection with customer.
> • The session tab gets unselected, or the TC goes to background while there is no active tear-away window of the session.
> • The tear-away window of the session gets inactive while either the session tab is unselected or the TC is in the background.
> • The technician or Administrator ends, holds, or transfers the session.
>
> Data type: DateTime. Data length: unspecified.

Technician Name	The technician's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.
Technician ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Technician Email	The technician's email address as recorded in the **Email** field on the Organization tab. Data type: String. Data length: 128 characters.
Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Session Type	The customer-side technology applied. Data type: String. Data length: 100 characters. Possible values are as follows:

> • Mobile Applet
> • Calling Card
> • Instant Chat
> • Unattended
> • Applet On LAN
> • Applet

Status	The final status at the time of the last action performed by the given technician. Data type: String. Data length: 64 characters. Possible values are as follows:

> • Connecting
> • Waiting

- Active
- Closed by customer
- Closed by technician
- Transferring
- Transferred
- Closed by waiting customer
- Timed out
- Aborted: technician was deleted or disabled
- Rebooting
- Reconnecting
- On Hold
- Timed out: closed by technician
- Offline
- Disconnected
- Rebooted
- Declined by customer

[Name]	The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.
[Custom Fields]	The names of these columns are derived from the following settings: **Global Settings** > **Custom Fields** > **Name for custom field**. Data type: String. Data length: 64 characters.
Tracking ID	A custom field used for mapping Rescue sessions to a CRM system or for other custom administrative purposes. Data type: String. Data length: 256 characters.
Customer IP	The customer's IP address. If no value is reported, your organization probably chose not to store customer IP address information (**Global Settings** > **Do not store customer IP address**). Data type: String. Data length: 15 characters.
Device ID	The customer's device ID. Data type: String. Data length: 128 characters.
Incident Tool Used	This column lists Technician Console tools used by the technician during the session. See the legend at the bottom of the report for a key to abbreviations. Data type: String. Data length: 128 characters.
Resolved/Unresolved	This column is no longer actively used though may show results when reporting on sessions held prior to May 2009 (Resolved/Unresolved, as submitted by the technician). Data type: String.
Channel ID	The Channel ID of the channel used during the session. Data type: Integer. Data length: unspecified.
Channel Name	The name of the channel used during the session. Data type: String. Data length: 64 characters.
Calling Card	The Installer Name of the Calling Card used during the session. Data type: String. Data length: 64 characters.
Connecting Time	From the beginning of Applet download until the session appears as Waiting in a queue. Data type: DateTime. Data length: unspecified.
Waiting Time	From the beginning of Waiting status until session start (Active status). Data type: DateTime. Data length: unspecified.

Total Time	The sum of Active Time, Hold Time, Time in Transfer, Rebooting Time, and Reconnecting Time; excluding Connecting and Waiting time. This is not the same as Total Time as shown in the Technician Console Session List. Data type: DateTime. Data length: unspecified.
Active Time	The total time the session was in Active status. Active time is measured from pickup (Active status) to close (Closed status), excluding Hold Time, Time in Transfer, Rebooting Time, and Reconnecting Time. Data type: DateTime. Data length: unspecified.
Work Time	Work Time is actual Technician Console utilization time during a session. It is the time spent actually using Technician Console functionality: (1) the session must be selected, (2) with an active connection to the Applet, (3) with the Technician Console in focus, and (4) the technician's status must not be Away. Data type: DateTime. Data length: unspecified.
Hold Time	The length of time in Hold status. Data type: DateTime. Data length: unspecified.
Time in Transfer	The length of time in Transfer status. Data type: DateTime. Data length: unspecified.
Rebooting Time	The length of time in Rebooting status. Data type: DateTime. Data length: unspecified.
Reconnecting Time	The length of time in Reconnecting status due to a problem on the customer side. Data type: DateTime. Data length: unspecified.
Platform	The customer's operating system. Data type: String. Data length: 20 characters.
Browser Type	The type of browser in which the customer started the Instant Chat session. Data type: String.Data length: unspecified.

Session Report (Summary)

This report returns **cumulative** data for all sessions conducted by members of the selected unit during the selected period.

Number of Sessions The total number of sessions handled. Data type: Integer. Data length: unspecified.

Average Session Time The average length of sessions. Total Session Time divided by Number of Sessions. Data type: DateTime. Data length: unspecified.

Total Session Time The cumulative length of all sessions. Data type: DateTime. Data length: unspecified.

Average Pick-up Time The average elapsed time between the beginning of Waiting status and session start by the technician. From the customer's perspective, this is the amount of time the customer sees the message `Waiting for a technician`. Data type: DateTime. Data length: unspecified.

Total Pick-up Time For all sessions, the total elapsed time between the beginning of Waiting status and session start by the technician. Data type: DateTime. Data length: unspecified.

Average Active Time The average time in Active status. Active time is measured from pickup (Active status) to close (Closed status), excluding Hold Time, Time in Transfer, Rebooting Time, and Reconnecting Time. Data type: DateTime. Data length: unspecified.

Total Active Time For all sessions, the total time in Active status. Active time is measured from pickup (Active status) to close (Closed status), excluding Hold Time, Time in Transfer, Rebooting Time, and Reconnecting Time. Data type: DateTime. Data length: unspecified.

Average Work Time Work Time is actual Technician Console utilization time during a session. It is the time spent actually using Technician Console functionality: (1) the session must be selected, (2) with an active connection to the Applet, (3) with the Technician Console in focus, and (4) the technician's status must not be Away. Data type: DateTime. Data length: unspecified.

Total Work Time Total Technician Console utilization time during all sessions. Data type: DateTime. Data length: unspecified.

Average Hold Time The average time in Hold status. Data type: DateTime. Data length: unspecified.

Total Hold Time The total time in Hold status. Data type: DateTime. Data length: unspecified.

Average Transfer Time The average time in Transfer status. Data type: DateTime. Data length: unspecified.

Total Transfer Time The total time in Transfer status. Data type: DateTime. Data length: unspecified.

Average Rebooting Time The average time in Rebooting status. Data type: DateTime. Data length: unspecified.

Total Rebooting Time The total time in Rebooting status. Data type: DateTime. Data length: unspecified.

Average Reconnecting Time The average time in Reconnecting status. Data type: DateTime. Data length: unspecified.

Total Reconnecting Time The total time in Reconnecting status. Data type: DateTime. Data length: unspecified.

Longest Session Time The length of the longest single session. Data type: DateTime. Data length: unspecified.

Number of Missed Sessions The number of sessions that were never picked up (that is, sessions that never entered Active status). Data type: Integer. Data length: unspecified.

Chatlog Report

This report retrieves the chatlog and session notes for each unique session conducted by a member of the selected unit during the selected period.

Each row represents a unique session.

Start Time	The exact time when the session entered Active status. Data type: DateTime. Data length: unspecified.
End Time	The exact time when the session entered Closed or Timed Out status. Data type: DateTime. Data length: unspecified.
Total Time	The sum of Active Time, Hold Time, Time in Transfer, Rebooting Time, and Reconnecting Time; excluding Connecting and Waiting time. This is not the same as Total Time as shown in the Technician Console Session List. Data type: DateTime. Data length: unspecified.
Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
[Name]	The name of each channel or Technician Group for which a Customer Survey has been activated on the **Settings** tab > **Customer Survey** section. The value `Technicians` is returned when a global survey is assigned to all technicians in an organization. Data type: String. Data length: 128 characters.
Technician Name	The technician's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.
Technician ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Technician Email	The email address of the technician. For approved technicians, the email is recorded in the **Email** field on the **Organization** tab. For unlisted technicians, the email is recorded during the invitation process. Data type: String. Data length: 128 characters.
Chat Log	An icon is displayed if a Chat Log is available. Click the icon to view the log. Data type: String. Data length: 2048 characters.
Notes	An icon is displayed if notes are available. Click the icon to view the notes. Data type: String. Data length: 1024 characters.

Note: For collaboration sessions, the log contains full details of the session, including system messages, chat between technicians, and chat between technicians and customer.

Sample Chat Log

This sample shows the Chat Log for the same session as shown in the sample for the Collaboration Chat Log report. Notice that the perspective is that of the Lead Technician.

```
9:19 AM Connecting to: [...]
9:19 AM Connected to Applet (RSA 2048 bits, AES256-SHA 256 bits)
9:19 AM Switched to P2P
9:19 AM Technician 2 invited to the session...
9:19 AM Technician 2 joined the session
9:19 AM «Technician 1»: This is between technicians
```

```
9:20 AM «Technician 2»: This is between technicians
9:20 AM Technician 1: This is between technician and customer
9:20 AM Technician 2: This is between technician and customer
9:20 AM Customer: This is from the customer to the technicians
9:20 AM The technician ended the session.
```

How to Delete Chatlogs

If sensitive information is communicated during a session, **Master Administrators** can choose to delete a session's chatlog, thereby excluding sensitive data from the Chatlog report.

1. When logged in as a Master Administrator, go to Organization Tree and select an organizational unit.
2. Select the **Reports** tab.
3. Under **Report Area**, select **Chatlog**.
4. Find the sessions with chatlogs you want to delete:

   - Option 1. If you need to delete the chatlog for multiple sessions or do not know the exact Session ID, you should first generate the Chatlog report **in HTML format**. For step-by-step instructions, see *How to Generate a Report* on page 3.
   - Option 2. If you already know the Session ID of a single session, enter it in the **Session ID** field and click **Find**.

5. In the **Delete** column, click the **trash can icon** for each appropriate session.
   The chatlog for each selected session is queued for deletion. Chatlogs are **not** deleted immediately.

   💡 **Tip:** If you change your mind, you can revoke any deletion within 24 hours by clicking this icon ↩🗑 in the Delete column.

Chatlogs are deleted 24 hours from the moment they are queued for deletion. Pending deletions are reported in the Chatlog report; deleted chatlogs are not.

Collaboration Chat Log Report

This report returns the chat log from each unique session in which a member of the selected unit participated as a collaborating technician.

Start Time	For the collaborating technician. The exact time when the session entered Active status. Data type: DateTime. Data length: unspecified.
End Time	For the collaborating technician. The exact time when the session entered Active status. Data type: DateTime. Data length: unspecified.
Total Time	The amount of time that the collaborating technician spent in the session. Data type: DateTime. Data length: unspecified.
Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
[Name]	The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.
Technician Name	The technician's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.
Technician ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Technician Email	The email address of the technician. For approved technicians, the email is recorded in the **Email** field on the **Organization** tab. For unlisted technicians, the email is recorded during the invitation process. Data type: String. Data length: 128 characters.
Chat Log	The Collaboration Chat Log contains full details of the collaboration session, including system messages, chat between technicians, and chat between technicians and customer. Click the icon to view the log. Data type: String. Data length: 2048 characters.

Sample Collaboration Chat Log

This sample shows the Collaboration Chat Log for the same session as shown in the sample for the Chat Log report. Notice that the perspective is that of the Collaborating Technician.

```
9:19 AM Incoming collaboration session from: Technician 1
9:19 AM Connecting to: [...]
9:19 AM Connected to Applet (RSA 2048 bits, AES256-SHA 256 bits)
9:19 AM Switched to P2P
9:19 AM «Technician 1»: This is between technicians
9:20 AM «Technician 2»: This is between technicians
9:20 AM Technician 1: This is between technician and customer
9:20 AM Technician 2: This is between technician and customer
9:20 AM Customer: This is from the customer to the technicians
9:20 AM The Lead Technician ended the session
9:20 AM Disconnected (Applet)
9:21 AM The technician ended the session.
```

Custom Fields Report

This report returns data entered into Custom Fields for individual sessions conducted by members of the selected unit during the selected period.

Each row represents a set of data submitted during a unique session.

Start Time	The exact time when the session entered Active status. Data type: DateTime. Data length: unspecified.
End Time	The exact time when the session entered Closed or Timed Out status. Data type: DateTime. Data length: unspecified.
Total Time	The sum of Active Time, Hold Time, Time in Transfer, Rebooting Time, and Reconnecting Time; excluding Connecting and Waiting time. This is not the same as Total Time as shown in the Technician Console Session List. Data type: DateTime. Data length: unspecified.
Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
[**Name**]	The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.
[**Custom Fields**]	The names of these columns are derived from the following settings: **Global Settings** > **Custom Fields** > **Name for custom field**. Data type: String. Data length: 64 characters.
Tracking ID	A custom field used for mapping Rescue sessions to a CRM system or for other custom administrative purposes. Data type: String. Data length: 256 characters.
Technician Name	The technician's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.
Technician ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Technician Email	The email address of the technician. For approved technicians, the email is recorded in the **Email** field on the **Organization** tab. For unlisted technicians, the email is recorded during the invitation process. Data type: String. Data length: 128 characters.

Missed Sessions Report (List All)

This report returns data for each individual session missed by members of the selected unit during the selected period.

A missed session is any session that enters the queue and never enters Active status.

Each row represents a missed session.

Start Time	The exact time when the session entered Waiting status. Data type: DateTime. Data length: unspecified.
End Time	The exact time when the customer ended the session (Closed status), or when the session timed out (Timed Out status). Data type: DateTime. Data length: unspecified.
Waiting Time	The length of time from Start Time to End Time. Data type: DateTime. Data length: unspecified.
Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Session Type	The customer-side technology applied. Data type: String. Data length: 100 characters. Possible values are as follows:

• Mobile Applet
• Calling Card
• Instant Chat
• Unattended
• Applet On LAN
• Applet

Status	The final status at the time of session end. Data type: String. Data length: 64 characters.
[**Name**]	The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.
[**Custom Fields**]	The names of these columns are derived from the following settings: **Global Settings** > **Custom Fields** > **Name for custom field**. Data type: String. Data length: 64 characters.
Tracking ID	A custom field used for mapping Rescue sessions to a CRM system or for other custom administrative purposes. Data type: String. Data length: 256 characters.
Customer IP	The customer's IP address. Data type: String. Data length: 15 characters.
Private Session	For Private Sessions, this column lists the name of the initiating technician. Data type: String. Data length: 128 characters.
Channel	For Channel Sessions, the name of the incoming channel. Data type: String. Data length: 64 characters.
Technician Group	The name of the Technician Group to which the technician belonged at the time of the missed session. Data type: String. Data length: 128 characters.

Missed Sessions Report (Summary)

This report returns **cumulative** data for all sessions missed by members of the selected unit during the selected period.

A missed session is any session that enters the queue and never enters Active status.

Number of Missed Sessions	The total number of sessions that were never activated by a technician. Data type: Integer. Data length: unspecified.
Average Waiting Time	Average time customers waited before abandoning the session or timing out. Data type: DateTime. Data length: unspecified.
Total Waiting Time	Total time customers waited before abandoning the session or timing out. Data type: DateTime. Data length: unspecified.
Longest Session	The longest time any one customer waited before abandoning the session or timing out. Data type: DateTime. Data length: unspecified.

Transferred Sessions Report

This report returns data for each transfer executed by a member of the selected unit during the selected period.

Each row represents one transfer event.

Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Time of Transfer	The exact time of the transfer event. Data type: DateTime. Data length: unspecified.
Waiting Time	The length of time before the customer either abandons the session or is transferred again. Data type: DateTime. Data length: unspecified.
[Name]	The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.
Transferred by	The entity that initiated the transfer. The value `System` is returned for channel sessions that are automatically transferred according to rules set at **Settings** > **Session Management** > **Auto-transfer waiting sessions**. Data type: String. Data length: 128 characters.
Transferred from	The technician or channel from which the session was transferred. Data type: String. Data length: 128 characters.
Transferred to	The technician or channel to which the session was transferred. Data type: String. Data length: 128 characters.
Transfer Comment	The value of the **Comment** field in the Transfer Session dialog box. Data type: String. Data length: 128 characters.
Time in Transfer	The length of time in Transfer. Data type: DateTime. Data length: unspecified.

Transferred Sessions - Extended Report

This report returns data for each transfer executed by a member of the selected unit during the selected period.

Each row represents one transfer event.

Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Time of Transfer	The exact time of the transfer event. Data type: DateTime. Data length: unspecified.
Waiting Time	The length of time before the customer either abandons the session or is transferred again. Data type: DateTime. Data length: unspecified.
[Name]	The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.
Transferred by - Technician ID	An automatically generated, unique identification number of the technician that initiated the transfer. Data type: Integer. Data length: unspecified.
Transferred by	The entity that initiated the transfer. The value `System` is returned for channel sessions that are automatically transferred according to rules set at **Settings** > **Session Management** > **Auto-transfer waiting sessions**. Data type: String. Data length: 128 characters.
Transferred from - Technician/Channel ID	An automatically generated, unique identification number of the technician or channel from which the session was transferred. Data type: Integer. Data length: unspecified.
Transferred from	The technician or channel from which the session was transferred. Data type: String. Data length: 128 characters.
Transferred to - Technician/Channel ID	An automatically generated, unique identification number of the technician or channel to which the session was transferred. Data type: Integer. Data length: unspecified.
Transferred to	The technician or channel to which the session was transferred. Data type: String. Data length: 128 characters.
Transfer Comment	The value of the **Comment** field in the Transfer Session dialog box. Data type: String. Data length: 128 characters.
Time in Transfer	The length of time in Transfer. Data type: DateTime. Data length: unspecified.
Transferred from - Technician Group ID	An automatically generated, unique identification number of the technician group from which the session was transferred. Data type: Integer. Data length: unspecified.
Transferred from - Technician Group	The Technician Group from which the session was transferred. Data type: String. Data length: 128 characters.

Transferred to - Technician Group ID	An automatically generated, unique identification number of the technician group to which the session was transferred. Data type: Integer. Data length: unspecified.
Transferred to - Technician Group	The Technician Group to which the session was transferred. Data type: String. Data length: 128 characters.
Chatlog	An icon is displayed if a Chatlog is available. Click the icon to view the log. Data type: String. Data length: unspecified.

Technician Survey Report (List All)

This report returns the results of **individual** technician surveys (technician session evaluations) submitted by members of the selected unit during the selected period.

Each row represents one submitted survey.

Source
: The name of the Technician Group the technician belonged to at the time of submitting the survey. Data type: String. Data length: 128 characters.

> **Note:** For Technician Survey Reports concerning periods before 12 August 2014, the value `Technicians` is returned when a global survey is assigned to all technicians in an organization.

Session ID
: An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.

Date
: The date and time when the technician submitted the survey. Data type: DateTime. Data length: unspecified.

[Name]
: The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.

[Survey Columns]
: These variable columns will show responses to the survey questions defined on the Settings tab under Session evaluation by technician. Data type: String. Data length: 128 characters.

Technician Name
: The technician's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.

Technician ID
: An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.

Technician Email
: The technician's email address as recorded in the **Email** field on the Organization tab. Data type: String. Data length: 128 characters.

Failed Sessions Report (List All)

This report returns data for each individual session that fails during Connecting status for members of the selected unit during the selected period.

A Failed session is any session successfully submitted by the customer, but which never proceeds from Connecting to Waiting status.

Note: A session enters Connecting status when the customer begins downloading the Applet.

Start Time	The exact time when the session entered Connecting status. Data type: DateTime. Data length: unspecified.
Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Session Type	The customer-side technology applied. Data type: String. Data length: 100 characters.
Status	The final status at the time of session end. Data type: String. Data length: 64 characters.
[Name]	The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.
[Custom Fields]	The names of these columns are derived from the following settings: **Global Settings** > **Custom Fields** > **Name for custom field**. Data type: String. Data length: 64 characters.
Customer IP	The customer's IP address. Data type: String. Data length: 15 characters.
Private Session	For Private Sessions, the name of the technician who initiated the failed session. Data type: String. Data length: 128 characters.
Channel	For Channel Sessions, the name of the incoming channel. Data type: String. Data length: 64 characters.

Failed Sessions Report (Summary)

This report returns **cumulative** data for all sessions that fail during Connecting status for members of the selected unit during the selected period.

A Failed session is any session successfully submitted by the customer, but which never proceeds from Connecting to Waiting status.

> **Note:** A session enters Connecting status when the customer begins downloading the Applet.

Number of Failed Sessions	The total number of failed sessions for members of the selected unit during the selected period. Data type: Integer. Data length: unspecified.
Average Connecting Time	The average time spent in Connecting status before failure. Data type: DateTime. Data length: unspecified.
Total Connecting Time	The total time spent in Connecting status before failure. Data type: DateTime. Data length: unspecified.

Failed Sessions - Extended

This report returns data for each individual session that fails during Connecting status for members of the selected unit during the selected period.

A Failed session is any session successfully submitted by the customer, but which never proceeds from Connecting to Waiting status.

Note: A session enters Connecting status when the customer begins downloading the Applet.

Start Time	The exact time when the session entered Connecting status. Data type: DateTime. Data length: unspecified.
Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Session Type	The customer-side technology applied. Data type: String. Data length: 100 characters.
Status	The final status at the time of session end. Data type: String. Data length: 64 characters.
[Name]	The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.
[Custom Fields]	The names of these columns are derived from the following settings: **Global Settings** > **Custom Fields** > **Name for custom field**. Data type: String. Data length: 64 characters.
Customer IP	The customer's IP address. Data type: String. Data length: 15 characters.
Private Session Technician Name	For Private Sessions, the name of the technician who initiated the failed session. Data type: String. Data length: 128 characters.
Channel	For Channel Sessions, the name of the incoming channel. Data type: String. Data length: 64 characters.
Technician Email	The technician's email address as recorded in the **Email** field on the Organization tab. Data type: String. Data length: 128 characters.
Technician Group ID	An automatically generated, unique identification number of the Technician Group to which the technician belonged at the time of generating the report. Data type: Integer. Data length: unspecified.
Technician Group	The name of the Technician Group to which the technician belonged at the time of generating the report. Data type: String. Data length: 128 characters.

External Technician Chatlog Report

This report retrieves the chat log and session notes for the selected period for each unique session conducted with an external technician.

You can run external technician chat log reports on your Rescue technicians and on invited external technicians. When you run a report on external technicians, only those sessions will be listed where the invited technician was approved. When you run a report on your Rescue technicians, sessions with unlisted external technicians will also be listed.

Start Time	The exact time when the session entered Collaborating status for the external technician. Data type: DateTime. Data length: unspecified.
End Time	The exact time when the session entered Closed or Timed Out status for the external technician. Data type: DateTime. Data length: unspecified.
Total Time	The sum of Active Time, Hold Time, Rebooting Time, and Reconnecting Time; excluding Waiting time. This is not the same as Total Time as shown in the Technician Console Session List. Data type: DateTime. Data length: unspecified.
Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
[Name]	The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.
External Technician Name	The name of the external technician. For approved external technicians, the name is recorded in the **Name** field on the **Organization** tab. For unlisted technicians, the name is recorded during the invitation process. Data type: String. Data length: 128 characters.
External Technician Email	The email address of the external technician. For approved external technicians, the email is recorded in the **Email** field on the **Organization** tab. For unlisted technicians, the email is recorded during the invitation process. Data type: String. Data length: 128 characters.
Inviter's Name	The technician's name who invited the external technician. Data type: String. Data length: 128 characters.
Inviter's ID	The Rescue identifier of the technician who invited the external technician. Data type: String. Data length: 128 characters.
Inviter's Email	The technician's email address who invited the external technician. Data type: String. Data length: 128 characters.
Chat Log	An icon is displayed if a Chat Log is available. Click the icon to view the log. Data type: String. Data length: 2048 characters.

Audit Report (List All)

This report returns data for each action taken by Administrators on the selected item of the Organization Tree during the selected period.

Note: Company-level actions only appear in the report when the report is generated either for the Administrator who performed the action, or for the root-level Master Administrators organizational unit.

Requested by	The Administrator that performed the given action. The displayed value is the Administrator's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.
Entity type	The type of organizational entity affected by the action taken by an Administrator. Data type: String. Data length: 128 characters. Possible values are as follows:

- Channel
- Technician Group
- Technician
- Unattended Computer Group
- Unattended Computer
- Administrator Group
- Master Administrator
- Administrator
- Administrator Group link
- Administrator link
- External Technician Group
- External Technician
- External link

Entity ID	An automatically generated, unique ID of the organizational entity affected by the action taken by an Administrator. Data type: Integer. Data length: Unspecified.
Entity name	The name of the organizational entity affected by the action taken by an Administrator. The displayed value is the organizational entity's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 256 characters.
Change type	The type of change action taken by the Administrator. Data type: String. Data length: 128 characters. Possible values are as follows:

- Add
- Delete
- Move
- Copy
- Assign
- Unassign
- Change
- View

Last changed   The exact time when the change action took place. Data type: DateTime. Data length: unspecified.

Section   The header in the Rescue Administration Center under which the change was made. Data type: String.Data Length: unspecified.

Field   The field under the **Section** header in the Rescue Administration Center that was affected by the change. Data type: String.Data Length: unspecified.

Old Value   The value of **Field** before the change action took place. Data type: String.Data Length: unspecified.

Old Action   The status of **Field** before the change action took place. Data type: String.Data Length: unspecified. Possible values are as follows:

- Enabled
- Disabled
- Selected
- Unselected
- Set
- Not set
- Assigned
- Unassigned
- Locked
- Unlocked
- Added
- Removed
- Order
- Unknown

New Value   The value of **Field** after the change action took place. Data type: String.Data Length: unspecified.

New Action   The status of **Field** after the change action took place. Data type: String.Data Length: unspecified. Possible values are as follows:

- Enabled
- Disabled
- Selected
- Unselected
- Set
- Not set
- Assigned
- Unassigned
- Locked
- Unlocked
- Added
- Removed
- Order
- Unknown

Rebooting/Reconnecting Report

This report returns data for each **unique** reconnecting or rebooting event that occurred during a session conducted by members of the selected unit during the selected period.

Each row represents a unique reconnecting/rebooting event.

Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
[Custom Fields]	The names of these columns are derived from the following settings: **Global Settings** > **Custom Fields** > **Name for custom field**. Data type: String. Data length: 64 characters.
Technician Name	The technician's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.
Technician ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Technician Email	The email address of the technician. For approved technicians, the email is recorded in the **Email** field on the **Organization** tab. For unlisted technicians, the email is recorded during the invitation process. Data type: String. Data length: 128 characters.
Channel ID	The Channel ID of the channel used during the session. Data type: Integer. Data length: unspecified.
Channel Name	The name of the channel used during the session. Data type: String. Data length: 64 characters.
Technician Group	The name of the Technician Group to which the technician belonged at the time of the session. Data type: String. Data length: 128 characters.
Start Time	The exact time when the session entered Active status. Data type: DateTime. Data length: unspecified.
End Time	The exact time when the session entered Closed or Timed Out status. Data type: DateTime. Data length: unspecified.
Last Action Time	The exact time of the action that ended the technician's state of being "in action". A technician is in action if he is in a session, and for that session the Technician Console and the Applet have a working connection (that is, the sockets between the Technician Console and Applet are connected). Any of the following ends the technician's "in action" state:

- The technician's status Changes to "Away".
- The technician loses connection with customer.
- The session tab gets unselected, or the TC goes to background while there is no active tear-away window of the session.
- The tear-away window of the session gets inactive while either the session tab is unselected or the TC is in the background.
- The technician or Administrator ends, holds, or transfers the session.

Data type: DateTime. Data length: unspecified.

Event type

The type of event that triggered the report entry. Data type: String. Data length: unspecified. Possible values are as follows:

- Rebooting
- Reconnecting

Rebooting/Reconnecting Start Time

The exact time when the session entered Rebooting/Reconnecting status. Data type: DateTime. Data length: unspecified.

Rebooting/Reconnecting End Time

The exact time when the session moved to the next status from Rebooting/Reconnecting status. Data type: DateTime. Data length: unspecified.

Technician Status Report

This report delivers cumulative status data for members of the selected unit for the selected period.

Each row represents one technician.

Technician ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.

> 💡 **Tip:** This node ID is displayed when you hover over the technician on the Organization Tree.

Technician Name	The technician's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.
Technician Email	The email address of the technician as recorded in the **Email** field on the **Organization** tab. Data type: String. Data length: 128 characters.
Parent Group	The name of the Technician Group to which the technician belonged at the time of generating the report. Data type: String. Data length: 128 characters.
Status	The status of the technician at the time of generating the report. Possible values are as follows:

• Active
• Inactive

Data type: String. Data length: 8 characters.

Type	The type of user for whom data is retrieved. Possible values are as follows:

• Technician
• Administrator
• Master Administrator

Data type: String. Data length: 22 characters.

Last Login Time	The time when the technician last logged in to the Rescue Technician Console. Data type: DateTime. Data length: unspecified.
Last Used Technician Console Version	The version of the Technician Console to which the technician last logged in. Data type: String. Data length: 50 characters.

Administrator Status Report

This report delivers cumulative status data for members of the selected unit for the selected period. Each row represents one Administrator.

Administrator ID An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.

> 💡 **Tip:** This node ID is displayed when you hover over the Administrator on the Organization Tree.

Administrator Name The Administrator's name as recorded on the **Name** field of the **Organization** tab.

Administrator Email The email address of the Administrator as recorded in the **Email** field on the **Organization** tab. Data type: String. Data length: 128 characters.

Status The status of the Administrator at the time of generating the report. Possible values are as follows:

• Active
• Inactive

Data type: String. Data length: 8 characters.

Type The type of user for whom data is retrieved. Possible values are as follows:

• Technician
• Administrator
• Master Administrator

Data type: String. Data length: 22 characters.

Linked to The name of the Technician Group to which the Administrator is assigned. Data type: String.

Last Login Time The exact time of the Administrator's last login to Rescue. Data type: DateTime. Data length: unspecified.

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