

# www.qlickreport.com

- Report Builder
- Report Designer
- Report Presenter
- Report and Data Analyzer

By Making use of existing run time data in various software applications or by transferring data from some other source or by creating new database through new Tables.

Solution on web architecture with single or multi user environment with proper user management and securities including dynamic rights and track management.

**Handles Multiple Tables, Applications, Databases, Reports at the same time**



## Existing Applications are limited to standard report formats while needs of reports are changing continuously

- Any new report format means “new software development work” which entails costs and time and more importantly approvals.
- Thus instead of making changes in the application, work is carried out on individual laptops on excel and reports are emailed.
- Generally by the time report is circulated, data becomes stale or different people have different data on the same subject.
- Problem remains .... Which is the right report and why it is not same with everybody on runtime basis.



## **Software developer builds report by writing query in the backend – can these capabilities be given to user at front end?**

- Yes – we call it query builder which build the query by itself while user only drags and drops the field of table (s) at the desired position in the report.
- User can further apply all formulas and conditions in a very user friendly environment.
- User can further save various formulas and conditions which he need not write or remember again and again.
- User can save the report format and can see the reports on runtime basis.
- User can also build graphs on various reports



# Query Builder

The Query Builder is used to create, share, save as, save queries from multiple tables and views. It's gives the ability to use the simple graphical interface to build statements and create views in a database . It's Main Features are:

- To create queries from multiple tables and views.
- Allow user's to save , save as and share queries.
- Allow user's to generate queries by drag and drop.
- Allow user's to print reports in Excel format.
- A visual interface to design queries
- Create joins with drag and drop
- The Grid pane to specify criteria



## Report Designing

- It is user friendly and attractive.
- It has designing feature of header and footer using which we are able to display any data from any table anywhere in header and footer. We are also able to apply colors based on conditions.
- We are able to display data in specified format like colors, font size, bold, italic and underline. Colors on data are based on conditions. Conditions can be fixed and dynamic i.e. application is able to decide the color of column based on other columns in report. There is no limitation for applying conditions.
- It is able to perform all the functions that can be performed by SQL statement.
- Summarized output in multi level of groupings.
- After the report has been displayed view, it is able to sort data on columns by clicking them.



## Graphical Presentation

- It has graphical presentation of data. The presentation of data is based on specification given by creator at the time of creating/edit report/query/analysis etc.
- When the report is displayed it has an option for graphical presentation when graphical presentation button is clicked and it displays the data in specified style. Here on this screen viewer is able to manipulate the graphs by adding or removing data columns available in respective report.
- Following Graphs/Charts types can be made by the User:
  - Area Chart
  - Bar Chart
  - Column Chart
  - Line Chart (Multi-line)
  - Pie Chart
  - XY (Scatter) Chart
  - Doughnut Chart
  - Radar Chart
  - Surface Chart
  - Bubble Chart
  - Stock Chart
  - Cone, Cylinder, and Pyramid Chart Types



## Data Analysis

- Application is able to provide various analysis base data tables and views. User is able to save/save as/edit/share/remove the analysis.
- Following features makes the data analysis very effective:
  - Overview reporting
  - Drill-down reporting
  - Cross-tab analysis in 2D or 3D
  - Correlation
  - Regression
  - Compare samples
  - Row percentage
  - Column percentage
  - Non-weighted number, Population (weighted number)
  - Filter percentage
  - Index
  - Quantitative values: Mean, Median, Standard deviation, Standard error, Row sum percentage, Column sum percentage, Filter percentage, Accumulated sum and Min/max/count/average.





# *Some Frequently Asked Questions...*

**Q: How to retrieve data?**

**A: By Creating a new Report or Query.**

**Q: How to reuse queries and reports?**

**A: By saving a Report/Query with in IDMS**

**Q: How to showcase or broadcast reports?**

**A: By sharing them with groups of users**

(all these can be done by..)

**Report Designer**  
**Query Builder**  
**Data Analysis**





# Continued.....

**Q: What if we required data from more than one tables?**

**A: Link the table and make a single virtual view.**

Like view of Finance and HR data

**Q: How to create graphs for data?**

**A: Use graphical presentation for create variety of Graphs.**

(all this can be done by..)

**Report Designer**



# Continued.....

**Q: How to make statistical analysis on data?**

**A: Selection options like Co-relation, Regression, Median etc**



**DATA Analysis**

(all this can be done by..)

**Q: How to view Cross Tabs and Drill Down?**

**A: Just drag and drop fields**

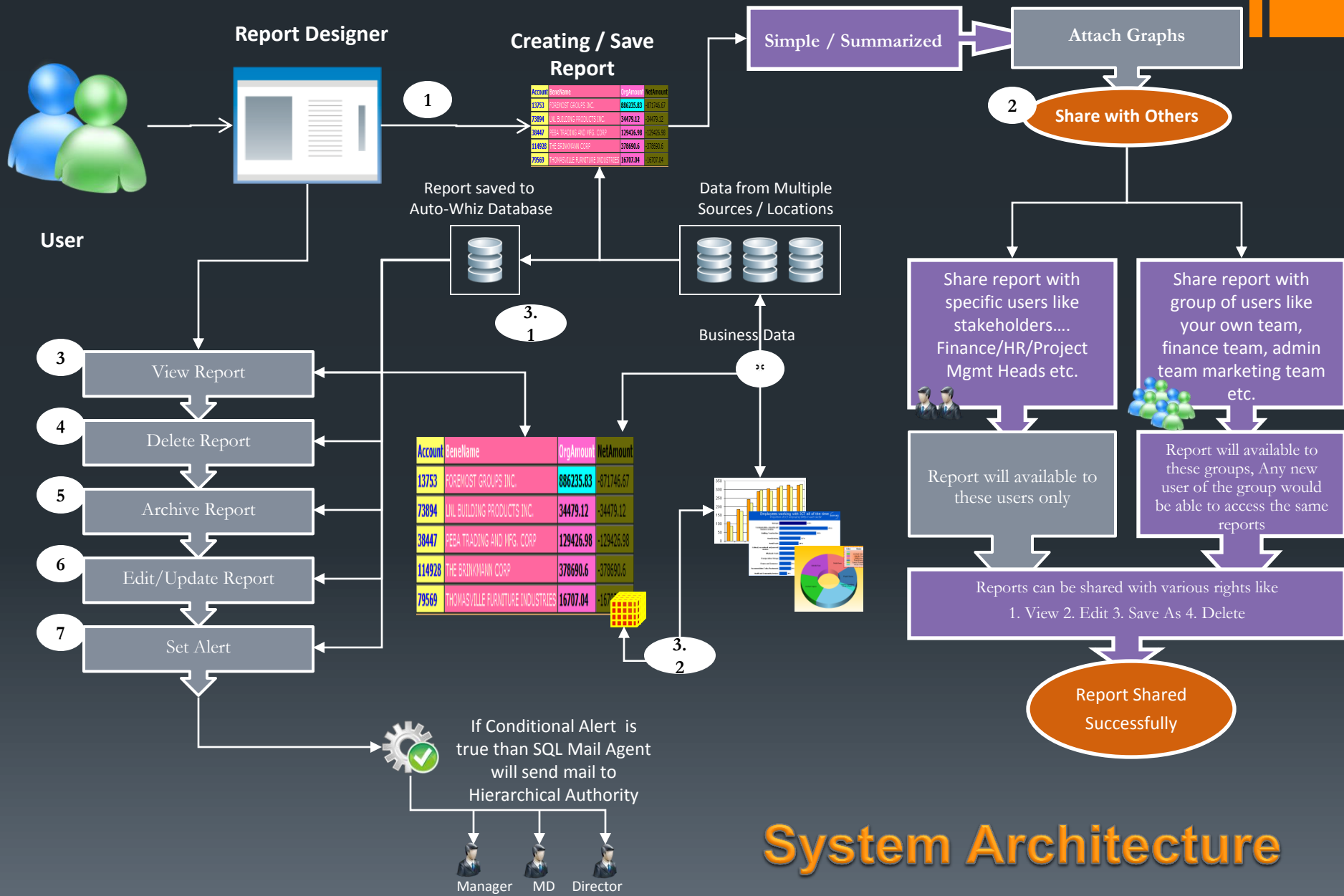


**Query Builder**



# *Features of Report Designer*

- Color Coding
- Graphical Presentation
- Save/Edit Reports (i.e. Report creation is one time activity)
- Share Reports
- 24 X 7 Availability and Accessibility
- Adhoc Reporting
- Automatic Delivery
- Reporting for multiple domain on single platform



## Outputs

AHT Color Grid	
>=400	Red
>=350 and <400	Yellow
<350	Green

Manager	Team_Leader	Agent_Name	Calls	AHT_Sec
1 M1	New Batch	Chandan Kumar Gunjan	10	302
		Imsuwapang Longkumer	65	307.52
		Jitendra Shukla	50	373.76
		Muhammad Khalid	38	329
		Rahul Dagur	48	324.5
		Rahul Ranjan Jha	7	331
		U H Aneesh	41	540.48
		Rohit Sharma	259	363.9
		Sandeep Bhisht	259	363.9
		Tarun Joshi	24	363.9
		Nidhi Madan	21	394
		Vishal kumar Sharma	45	394
		Kalpna	58	395
		Ravish Thakur	34	32
		Sunil Kumar Sharma	64	405
		Atul Tiwari	64	403.84
		Daljeet Singh	201	379.84
		Rajveer Singh Bhatia	97	337.44
		Ashish Gupta	57	332.44
		Amrendra Kumar Singh	59	335.58
		Suchit Srivastava	116	334.11
		Surjit Kumar	213	335.63
			76	384
			89	344.82
			84	366.88
			249	364.25
			50	
			50	

LifeGuard	916	87	0
Central Quality	0	0	8
BlueBerry	28	9	0
GoldCoin	732	113	0
Livewire	93	23	0
EA	0	0	2
Finance	0	0	4
Helicone	83	9	0
HR	0	0	21
IT	0	0	11
Oxygen	72	13	0
Quality	0	0	1
Speed	0	0	1
United	387	51	0
V&A	0	0	13
VP	0	0	1
Workflow	0	0	22
<b>Total</b>	<b>2311</b>	<b>305</b>	<b>98</b>

Process	Type	HeadCount	Attrition	Attrition%
Process0	Non Voice	916	6	0.66
Process1	Non Voice	28	0	0
Process2	Non Voice	348	2	0.57
Process3	Voice	384	13	3.39
Process4	Non Voice	26	0	0
Process5	Voice	67	2	2.99
Process6	Non Voice	83	3	3.61
Process7	Non Voice	72	0	0
Process8	Non Voice	387	3	0.78



# Continued...

Process	Ops	OpsSupport	Support	Teath_To_Tail
Administration	0	0	0	
LifeGuard	916	0	14	
Central Quality	0	87	0	10.53
BlueBerry	28	0	0	
GoldCoin	732	9	8	
Livewire	93	113	0	3.11
EA	0	23	0	6.48
Finance	0	0	0	4.04
Helicone	0	0	0	
HR	83	0	2	
IT	0	0	4	
			21	9.22
			0	5.54
			0	7.59
			0	7.58

Fname	Pname	ProcessOwner	Target	Date	OPM	TargetValue	ActualValue	Status
HR	Process for IJP	S S H	0	11/1/2008	No. of IJPs for which the results are not announced	Nil	NA	
HR	Process for IJP	S S H	0	11/1/2008	No. of times the feedback was not provided	Nil	NA	
HR	Process for IJP	S S H	100	11/1/2008	% of promotion / transfer letter released within SLA	100	NA	
HR	Executive induction process	BB	3.5	11/1/2008	Average Induction feedback score for the month	3.5	3.82	Met
HR	Executive induction process	BB	0	11/1/2008	No. of Training sessions not conducted by HR in the month	Nil	NA	
HR	Executive induction process	BB	0	11/1/2008	No. of Training sessions not conducted by Transport in the month	Nil	NA	
HR	Executive induction process	BB	0	11/1/2008	No. of Training sessions not conducted by Facility in the month	Nil	NA	
HR	Executive induction process	BB	0	11/1/2008	No. of times handover mail not sent to all stakeholders within SLA	Nil	0	Met
HR	Process for Realignment	SS	100	11/1/2008	Realignment completed with in SLA	100	NA	
HR	Process for HR Service Desk (Resolve)	SS	90	11/1/2008	% of cases closed within agreed SLA	90	NA	
HR	Process for HR Service Desk (Resolve)	SS	100	11/1/2008	% times Closure information was sent to employee / TL within SLA	100	NA	
HR	Process for HR Service Desk (Resolve)	SS	1	11/1/2008	Publish monthly status report by 10th biz day of the next month	Yes	NA	
HR	Organisation Developmental Training	NT	85	11/1/2008	NSI ( Net Satisfaction Index ) Score	85	94.4	Met
HR	Organisation Developmental Training	NT	95	11/1/2008	PSAT (Program Satisfaction) Score	95	92	Not Met
HR	HR & Physical Security Recon	RK	0	11/1/2008	No. of discrepancies found after completion of recon & Citi Ops	Nil	NA	
HR	HR & Physical Security Recon	RK	0	11/1/2008	No. of discrepancies found after completion of recon & HR	Nil	NA	
HR	HR & Physical Security Recon	RK	0	11/1/2008	No. of discrepancies found after completion of recon & Physical security	Nil	NA	
HR	Process for One to one	SS	90	11/1/2008	% of one to one conducted by people manager by 25th of the month	90	90.8	Met
HR	Process for IJP	S S H	100	11/1/2008	% of interviews per IJP conducted within SLA	100	NA	
HR	Executive induction process	BB	100	11/1/2008	% completion of Filling & Documentation of new Hires	100	100	Met
HR	Process for Realignment	SS	100	11/1/2008	% of times Transfer tracker sent to Physical security & IT team with in SLA	100	NA	
HR	Organisation Developmental Training	NT	90	11/1/2008	% Adherence to the Training calendar on monthly basis	90	100	Met
HR	Process for One to one	SS	1	11/1/2008	One to one issue dashboard and completion status published	Yes	Yes	Met
HR	Manager Round Table	SS	95	11/1/2008	% of MRT Plan received by 8th of Jan/Apr/Jul/ Oct	95	NA	
HR	Manager Round Table	SS	90	11/1/2008	% of monthly MRT issue resolution & Ops functions and Support	90	NA	
HR	Manager Round Table	SS	95	11/1/2008	% of MRT conducted by Trg Mgrs before the training batch graduates.	95	NA	
HR	Process for PBC	S S H	100	11/1/2008	% of Goal setting completed within SLA for employee as on 31st March	100	NA	
HR	Process for PBC	S S H	100	11/1/2008	% of approved Goal completed (for new joinees) within SLA	100	100	Met
HR	Process for PBC	S S H	1	11/1/2008	Sending final rating to PMS team as defined	Yes	NA	
HR	Process for PBC	S S H	100	11/1/2008	% of TBDM completion for all employees	100	NA	
HR	Process for PBC	S S H	100	11/1/2008	% of Signature process and communication of rating to employee is completed by 31st of Jan	100	NA	
HR	Process for Early Warning Signal	SS	90	11/1/2008	% of employee covered under EWS	90	87.8	Not Met
HR	Process for Early Warning Signal	SS	1	11/1/2008	EWS dashboard published	Yes	Yes	Met
HR	Executive induction process	BB	100	11/1/2008	% of employee details updated in Cap Cop within SLA	100	NA	

## Database

With  
Different Data Sets

AgentId	TL	Mgr	Skill Set	DOJ
XX	XXXX	XXXX	XXXX	XX/XX/XX
XX	XXXX	XXXX	XXXX	XX/XX/XX
XX	XXXX	XXXX	XXXX	XX/XX/XX

Date	Mgr	TL	Calls
1/1/2009	XXXX	XXXX	XX
1/1/2009	XXXX	XXXX	XX
1/1/2009	XXXX	XXXX	XX
1/1/2009	XXXX	XXXX	XX

Date	Mgr	TL	AHT	ACW	ATT
1/1/2009	XXXX	XXXX	XX	XX	XX
1/1/2009	XXXX	XXXX	XX	XX	XX
1/1/2009	XXXX	XXXX	XX	XX	XX
1/1/2009	XXXX	XXXX	XX	XX	XX

Date	Mgr	TL	Hold	TOS	Aux
1/1/2009	XXXX	XXXX	XX	XX	XX
1/1/2009	XXXX	XXXX	XX	XX	XX
1/1/2009	XXXX	XXXX	XX	XX	XX
1/1/2009	XXXX	XXXX	XX	XX	XX

Date	Mgr	TL	Goal	Conversion	Conv Rate
1/1/2009	XXXX	XXXX	XX	XX	XX
1/1/2009	XXXX	XXXX	XX	XX	XX
1/1/2009	XXXX	XXXX	XX	XX	XX
1/1/2009	XXXX	XXXX	XX	XX	XX

AsOnDate	Manager	TL	Calls	AHT	ATT	ACW	Hold	TOS	Aux_Idle	RefGoal_Per	R_Per	Ref_Rate
01/07/2008	XXXXXX	XXXXXX	2510	367.42	282.55	0.11	84.75	297	3.42	75.75	45.87	4.34
01/07/2008	XXXXXX	XXXXXX	3184	359.56	298	0.16	61.4	355.47	4.74	76.09	55.71	4.4
01/07/2008	XXXXXX	XXXXXX	5694	363.02	291.19	0.14	71.69	652.47	8.16	75.94	51.41	
01/07/2008	XXXXXX	XXXXXX	3863	281.23	215.28	0.15	65.8	652.47	4.74	75.94	51.41	
01/07/2008	XXXXXX	XXXXXX	1544	294.95	216.93	1.76	52.6	287.60	1.08	50		
01/07/2008	XXXXXX	XXXXXX	2823	304.81	242.76	1.15	70.74					
01/07/2008	XXXXXX	XXXXXX	1506	296.91	242.76	1.15	70.74					
01/07/2008	XXXXXX	XXXXXX	3829	289.77	217.52	1.31	52.6					
01/07/2008	XXXXXX	XXXXXX	13565	291.19	217.52	1.31	52.6					

One Report



# Data Analysis

## Data

Demo_TempGraphs				
Date	Name	Vintage	AHT	TL
6/1/2008 12:00:00 AM	a	2	200	T1
6/1/2008 12:00:00 AM	b	3	300	T2
6/1/2008 12:00:00 AM	c	4	250	T1
6/1/2008 12:00:00 AM	d	2	400	T2
6/2/2008 12:00:00 AM	a	2	500	T1
6/2/2008 12:00:00 AM	b	3		
6/2/2008 12:00:00 AM	c	4		
6/2/2008 12:00:00 AM	d	2		

1

### SELECT FORMULA

Formula	Select	Formula	Select
Regression	<input type="checkbox"/>	Correlation	<input type="checkbox"/>
Column percentage	<input type="checkbox"/>	Row Percentage	<input type="checkbox"/>
Mean	<input type="checkbox"/>	Median	<input type="checkbox"/>
Mode	<input type="checkbox"/>	Range	<input type="checkbox"/>
Standard deviation	<input type="checkbox"/>	Standard error	<input type="checkbox"/>
Row Sum Percentage	<input type="checkbox"/>	Column Sum Percentage	<input type="checkbox"/>
Accumulated Sum	<input type="checkbox"/>	Min	<input type="checkbox"/>
Max	<input type="checkbox"/>	Count	<input type="checkbox"/>
Average	<input type="checkbox"/>		

2

## Analysis

## Output

ddlReport		
Formulas	Vintage	AHT
Max	4	500
Min	2	200
Average	2.750000	306.250000
Count	8	8
Mean	2.75	306.25
Mode	2	250
Range	2	300
Median	3,2	300,250
Correlation	Vintage With Vintage=1 Vintage With AHT=-0.472946769662782	
Regression	Vintage=Vintage+0 Vintage=Vintage+0 Vintage=AHT+4 AHT=Vintage-306.26176744186	
Standard deviation	0.82915619758885	91.6429893663449

3

# Drilldown and Pivot

Data is drilled based on selection made in ROWS pane



## Table Fields

Agent  
AHT  
Calls  
ACW  
AuxH  
Prod  
Data  
Mana  
Team  
Vinta  
pg  
LOB

## Rows

LOB  
TeamL  
eader  
eader  
Manag  
AgentN  
ame  
ame

## Columns

Vintage  
Vintage  
Date  
Date

## Data Fields

Count of  
Sum-Of Calls  
Average of  
AHT  
ACW

## Where Clause

## Formulas

AHT  
ACW  
Calls  
AuxHo  
Hours

## Options

☐ Drill ☐ CrossT  
☐ Show Subtotal ☐ Show  
☐ Merge repeat

Manager	Data	6/1/2008 0:00	6/2/2008 0:00	6/3/2008 0:00	6/4/2008 0:00	6/5/2008 0:00	
LOB1	Count of Calls	X	X	X	X	X	X
LOB2	Count of Calls	0	X	X	X	X	X
LOB3	Count of Calls	X	X	X	X	X	X
LOB4	Count of Calls						
Grand Total							

Project

Manager	Data	6/1/2008 0:00	6/2/2008 0:00	6/3/2008 0:00	6/4/2008 0:00	6/5/2008 0:00	
M1	Count of Calls	X	X	X	X	X	X
M2	Count of Calls	0	X	X	X	X	X
M3	Count of Calls	X	X	X	X	X	X
M4	Count of Calls						
Grand Total							

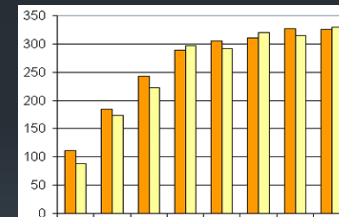
Project Manager

Team Leader	Data	6/1/2008 0:00	6/2/2008 0:00	6/3/2008 0:00	6/4/2008 0:00	6/5/2008 0:00	
Ajay Kumar	Count of Calls	X	X	X	X	X	X
Ajay Shah	Count of Calls	X	X	X	X	X	X
Akshay Ghildiyal	Count of Calls	X	X	X	X	X	X
New Batch	Count of Calls	X	X	X	X	X	X
Prashant Kumar	Count of Calls	X	X	X	X	X	X
Tajinder Singh Sooden	Count of Calls						
Vaibhav Pant	Count of Calls						
Grand Total							

Team Leader

Agent Name	Data	6/1/2008 0:00	6/2/2008 0:00	6/3/2008 0:00	6/4/2008 0:00	6/5/2008 0:00	
Aamir Latief Hakeem	Count of Calls	X	X	X	X	X	X
Aastha Arora	Count of Calls	X	X	X	X	X	X
Ajay Kumar Mishra	Count of Calls	X	X	X	X	X	X
Vishal Jain	Count of Calls	X	X	X	X	X	X
Vishal kumar Sharma	Count of Calls	X	X	X	X	X	X
Grand Total		X	X	X	X	X	X

Team



Query Builder



*These all are the features provided for  
Reporting...*

Thanking You

By

BM Project Engineers Pvt. Ltd.

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