ALL ABOUT YOU!

8TH ANNUAL PERSPECTIVE USERS' CONFERENCE
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PERSPECTIVE:
powered by **RESOLVER**

Analyzing DispatchLog & Activity Data

DispatchLog and the Activity form provide Perspective users with a large stream of data that can be tracked to illustrate trends in activities, sites, the quantity of work being done, and data verification. Using Perspective's Analysis Expert module, we can accurately search, verify, and turn this data into identifiable, relevant results.

Example 1 – Activity Data

When you decide to analyze your organization's activity data, you want to have certain questions answered. *What's happening? What types of activities are occurring and at which sites? What time do activities most often occur? Where are the calls coming from? Are there any identifiable data gaps?* With the correct display fields and search criteria, you can create a query to answer these questions.
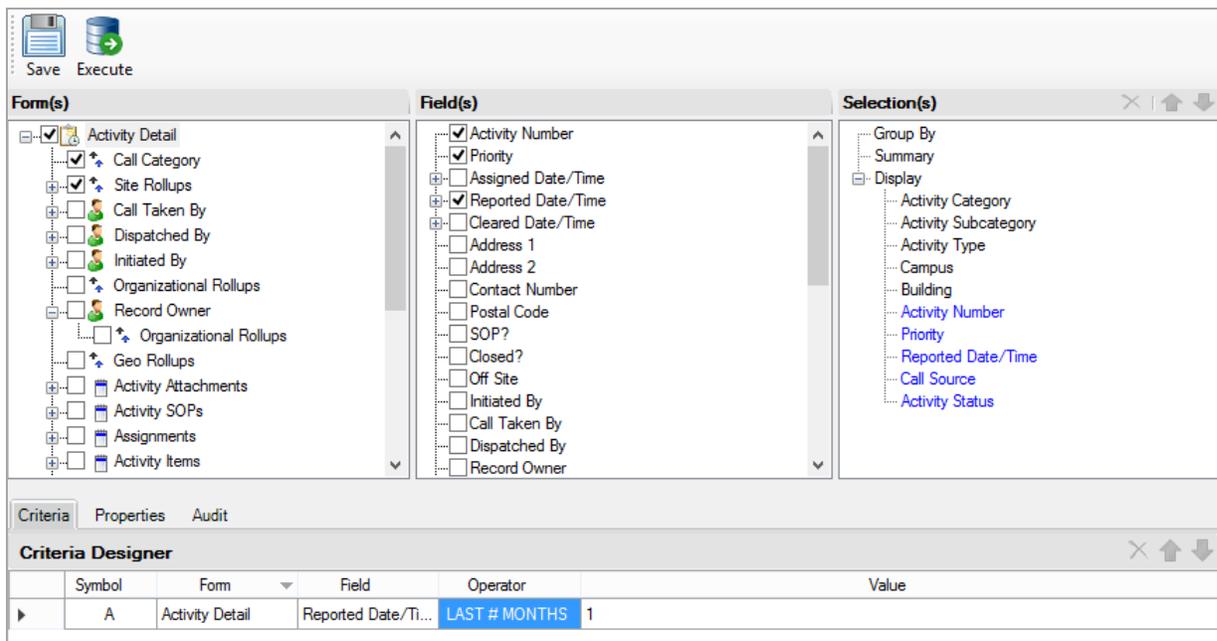
*Figure 1 – The **Create New Query** window with activity display data selected.*

Along with display criteria, you can add search criteria, like a site or call source, which allow for a more direct focus on a particular area or type of call. This focus then begins to highlight potential issues or data gaps.
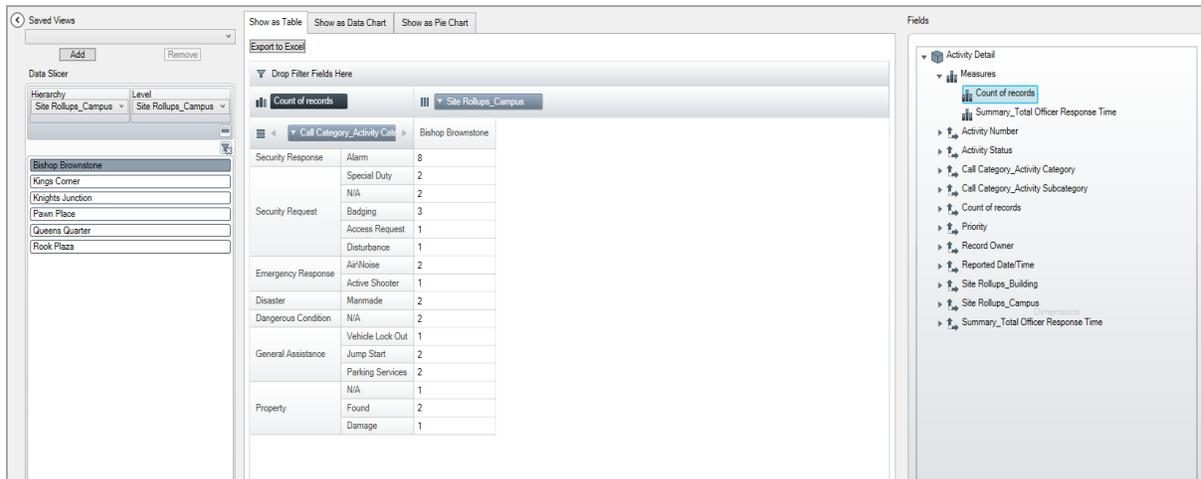
*Figure 2 – The **Analyze Results** window showing the criteria in Figure 1.*

After criteria is entered, you can use **Analyze Results** to generate a pivot table in the application, which is supported by a number of charts. The data in these charts change as you change the pivot data, so you can generate many different views and supporting charts for your data.

Example 2 – Shift Report

Using the data from DispatchLog, you can begin to formulate a picture of what's going on in your organization on a shift-by-shift basis.
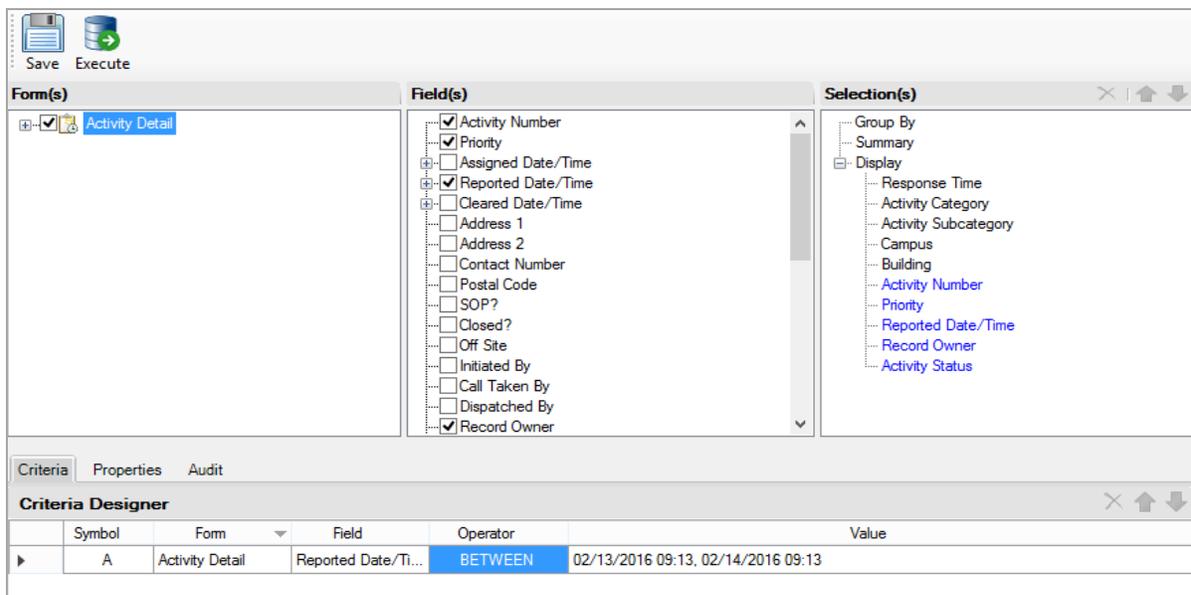
*Figure 3 – The **Create New Query** window with sample shift report criteria.*

Site could also be searched in cases where DispatchLog is used by more than one site. Note that the hourly criteria are expressed in 24 hour format.

When analyzing this data, ask yourself the following questions:

- What am I asking for?

- What would be the best way to search an overnight shift, such as 10:00 p.m. to 6 a.m.?

- How can I manipulate the results screen and its data to show me exactly what I need to know?

Notes: