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The ImageNow Report Library is a collection of ready-to-run reports used to view details about the configuration and use of your ImageNow Business Insight environment. All users in your ImageNow enterprise can access the Report Library using the Reports button on the ImageNow toolbar.

This catalog describes all the reports currently available in the ImageNow Report Library. The reports are divided into the following categories:

- **Administrative Reports** that provide snapshots of ImageNow system configuration, security, and auditing
- **Document Reports** that provide details about specific actions taken on documents, including scanning and annotations
- **Project Reports** that provide summaries of documents organized into projects
- **Records Management Reports** provide
- **Sector-Specific Reports** that provide details specific to your business sector, such as Accounts Payable and Healthcare
- **Task Reports** that provide details about document task activity, including assignment and timely completion
- **Workflow Reports** that provide routing and cycle data at the workflow process or workflow queue level

This catalog outlines the role each report plays in your ImageNow environment, what information is used to run the report, and what information appears on each report. Within each report category, reports are listed in alphabetical order for quick reference. To view a sample of each report in the ImageNow report library in PDF format, click the thumbnail at the end of each report description. The PDF launches in a new window.
Accounts Payable Reports

Sector-specific reports in the Accounts Payable category enable you to analyze your invoice and purchase order data.

AP Accrual by Custom Property

The Accounts Payable Accrual by Custom Property report allows you to view the total number of invoices in a drawer and analyze the total invoice amount.

Details

For each drawer that holds invoices, the report displays the document key values and dollar amount associated with each invoice that meets or exceeds the minimum dollar amount specified.

To return data for this report, you must have a number custom property that stores the invoice amount applied to the invoice document type. All number custom properties appear in the prompt list; you must select the custom property or properties that store the invoice amount. Totaling information appears at the drawer and report level.

Parameters

When you run the report, you must specify the following parameters:

- Whether to use a static or relative date range
  - If static, the invoice creation date range
  - If relative, the number of days, weeks, months, or years
- Minimum dollar amount
- The custom property that stores the amount
- Drawers
- Folder values

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any invoices created yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any invoices created within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all invoices created during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes invoices created in the last full calendar months specified, but it does not include any invoices created within the current month. For example, if today is May 14, and you specify the last two months, the report includes all invoices created between March 1 and April 30.

When you specify the past number of years, the report includes any invoices created within the last complete calendar year, but no invoices created in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, invoices created in 2009 and 2010 appear on the report.
If you select 15 or fewer drawers and folders, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”.
Open Payables Report

The Open Payables report displays the invoices that have not completed processing in your ImageNow environment. This report assumes you use ImageNow workflow for invoice processing.

Details

For each workflow queue that currently includes an invoice, this report displays each invoice that meets or exceeds the invoice amount threshold entered and the document key values and the dollar amount of the invoice. Invoices that have been routed to a complete queue do not appear on the report.

To return data for this report, you must have a number custom property that stores the invoice amount applied to the invoice document type. All number custom properties appear in the prompt list; you must select the custom property or properties that store the invoice amount. Totaling information appears at the workflow queue and report level.

Parameters

When you run the report, you must specify the following parameters:

- Whether to use a static or relative date range
  - For static, the invoice creation date range
  - For relative, the number of days, weeks, months, or years

- Minimum dollar amount

- The custom property that stores the invoice amount

- Workflow processes

- Workflow queues

- Drawers

- Folder values

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any invoices created yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any invoices created within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all invoices created during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes invoices created in the last full calendar months specified, but it does not include any invoices created within the current month. For example, if today is May 14, and you specify the last two months, the report includes all invoices created between March 1 and April 30.

When you specify the past number of years, the report includes any invoices created within the last complete calendar year, but no invoices created in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, invoices created in 2009 and 2010 appear on the report.
If you select 15 or fewer drawers and folders, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”.

![Report Parameters Example](image-url)
Administrative Reports

Reports in the Administration category enable you to analyze your ImageNow environment in the following ways:

- **Configuration**: Determine how your ImageNow environment is configured, including workflow queue setup and workflow queue attributes.
- **Security**: View access privileges for users, groups, and ImageNow features.
- **Auditing**: Explore what actions were performed in your ImageNow system, when they were performed, and who performed the actions.

Client Action Audit Report

The Client Action Audit report allows you to view the details of documents for which an audited user performed an action audited in ImageNow Client.

**Details**

For each user that is assigned under an audit template that includes any of the following conditions, this report displays the documents for which the user performed the associated action and the document keys associated with the documents.

- E-mail
- Export
- Fax
- Launch associated application
- Print

For data to appear on this report, you must configure an audit template that includes conditions with one or all of the above Client actions and assign at least one user to the audit template. The above actions are pre-defined actions for a Client condition available in the Auditing pane of ImageNow Management Console.

To return data on the report, you must set the audit log format to database format or both XML and database format. For more information about creating audit templates, configuring audit conditions, assigning users to audits, and setting the audit log format, refer to the “Audit Actions in ImageNow” section in ImageNow Administrator Help.

For each Client audit action performed in the specified time period, the report displays the following information:

- The user that performed the action
- The Client action performed
- What date and time the action was performed
- The document keys associated with the document

Because you can perform multiple Client actions for a document, the same document might be represented multiple times on the report. Totaling information for the audit actions performed appears at the user and report level.
Parameters

When you run the report, you must specify the following parameters:

- Whether to use a static date range or a relative date range
  - For static, the audit date range
  - For relative, the number of days, weeks, months, or years
- Users that performed the action
- The Client actions performed

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any client actions performed yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any actions performed within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all client actions during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes actions performed in the last full calendar months specified, but it does not include any actions performed in within the current month. For example, if today is May 14, and you specify the last two months, the report includes all client actions between March 1 and April 30.

When you specify the past number of years, the report includes any actions performed within the last complete calendar year, but no actions performed in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, client actions in 2009 and 2010 appear on the report.

If you select 15 or fewer users, the selected values appear in the Report Parameters box on the report. If you select more than 15 users, this box reads "Greater than 15 selected".
Document Types in Projects

The Document Types in Projects report allows you to determine the types of assigned or required documents that are missing from a project.

Details

For the selected project type, the report lists the document types assigned and the projects associated with the project type. For each project, the report displays the following information about the document types:

- The required 🚩 icon in the column headings indicates document types that are required for the project.
- Document types with a selected check box ☑️ are present in the project.
- Document types with a cleared check box ❌ are missing from the project.

Parameters

When you run the report, you must specify the following parameters:

- Project type
- Whether to use a static or relative date range:
  - For static, the project creation date range
  - For relative, the number of days, weeks, months, or years

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any projects created yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any projects created within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all projects created during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes projects created in the last full calendar months specified, but it does not include any projects created within the current month. For example, if today is May 14, and you specify the last two months, the report includes all projects created between March 1 and April 30.

When you specify the past number of years, the report includes any projects created within the last complete calendar year, but no projects created in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, projects created in 2009 and 2010 appear on the report.
Documents Modified Audit Report

The Documents Modification Audit report allows you to view the details of documents an audited user modified within the specified time period.

Details

For each user that is assigned under an audit template that includes conditions associated with the actions below, this report displays the documents for which the user performed any of the following actions:

<table>
<thead>
<tr>
<th>Condition</th>
<th>Performed By</th>
<th>Condition Components</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add document page</td>
<td>Adding a page to the document in ImageNow.</td>
<td>Category: Document</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Action: Add</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Object: Document page</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Action: Copy</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Object: Document</td>
</tr>
<tr>
<td>Create document</td>
<td>Capturing a new ImageNow document.</td>
<td>Category: Document</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Action: Create</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Object: Document</td>
</tr>
<tr>
<td>Delete document</td>
<td>Deleting an ImageNow document by sending it to the Recycle Bin.</td>
<td>Category: Document</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Action: Send to Recycle Bin</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Object: Document</td>
</tr>
<tr>
<td>Delete document page</td>
<td>Deleting a single page from an ImageNow document.</td>
<td>Category: Document</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Action: Delete</td>
</tr>
</tbody>
</table>
For data to appear on this report, you must configure an active audit template with any or all of the above conditions and assign at least one user to the audit template. The above conditions are pre-defined server conditions available in the Auditing pane of ImageNow Management Console.

To return data on the report, you must set the audit log format to database format or both XML and database format. For more information about creating audit templates, configuring audit conditions, assigning users to audits, and setting the audit log format, refer to the “Audit Actions in ImageNow” section in ImageNow Administrator Help.

You can specify two levels of sorting for the report data. For each grouping, the report list displays the following information:

- The audit action performed
- The date and time the action was performed
- The document ID
- The document keys before and after the action was performed
Parameters

When you run the report, you must specify the following parameters:

- Whether to group the report by user, drawer, folder, tab, F3, F4, F5, or document type
- Whether to use a static date range or a relative date range
  - For static, the audit date range
  - For relative, the number of days, weeks, months, or years
- Audit conditions
- Whether to include or exclude system users
- Users that performed audit action

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any documents modified yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any documents modified within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all documents modified during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes documents modified in the last full calendar months specified, but it does not include any documents modified within the current month. For example, if today is May 14, and you specify the last two months, the report includes all documents modified between March 1 and April 30.

When you specify the past number of years, the report includes any documents modified within the last complete calendar year, but none in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, documents modified in 2009 and 2010 appear on the report.

If you select 15 or fewer users, the selected values appear in the Report Parameters box on the report. If you select more than 15 users, this box reads "Greater than 15 selected". Selecting to group the report results by the same option at both levels does not adversely affect the report. Only users assigned to active audit templates with one of the associated conditions appear on the report.
Documents Viewed Audit Report

The Documents Viewed Audit report allows you to view the details of the documents an audited user viewed within the specified time period.

Details

For each user that is assigned under an audit template that includes the Document View condition, this report displays the documents the user has viewed during the specified period and the document keys associated with the documents viewed. For data to appear on this report, you must configure an active audit template with the Document View condition and assign at least one user to the audit template. The Document View condition is a pre-defined server condition available in the Auditing pane of ImageNow Management Console.

To return data on the report, you must set the audit log format to database format or both XML and database format. For more information about creating audit templates, configuring audit conditions, assigning users to audits, and setting the audit log format, refer to the “Audit Actions in ImageNow” section in ImageNow Administrator Help.

You can specify two levels of sorting for the report data. For each grouping, the report list displays the following information:

- The date and time the document was viewed
- Date range documents were viewed
- The user that viewed the document
- The document ID and document key values

Parameters

When you run the report, you must specify the following parameters:

- Whether to group the report by user, drawer, folder, tab, F3, F4, F5, or document type
- Whether to use a static date range or a relative date range
  - For static, the viewed date range
  - For relative, the number of days, weeks, months, or years
- Users that viewed documents
- The document key values to include on the report

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any documents viewed yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any documents viewed within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all documents viewed during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes documents viewed in the last full calendar months specified, but it does not include any documents viewed within the current
month. For example, if today is May 14, and you specify the last two months, the report includes all documents viewed between March 1 and April 30.

When you specify the past number of years, the report includes any documents viewed within the last complete calendar year, but none in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, documents viewed in 2009 and 2010 appear on the report.

If you select 15 or fewer users, document types, drawers, folders, tab values, F3 values, F4 values, or F5 values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”. For folders, tab values, F3 values, F4 values, and F5 values, if you do not make any selections in the prompts, this box reads “All values”.

Selecting to group the report results by the same option at both levels does not adversely affect the report. Only users assigned to active audit templates with a View Document condition appear on the report.
ImageNow Annotation Template Security

The ImageNow Annotation Template Security report allows you to view the annotation templates associated with each annotation type and determine the privileges granted or denied to a user or group for an annotation that uses the template.

Details

For each annotation type, the report lists the annotation templates and the users or groups added to the template, and indicates whether the user is granted or denied the privilege to perform the following actions:

- **Create**: Users with this privilege can create a new annotation that uses the template on a document.
- **Delete**: Users with this privilege can delete an annotation created with the template from a document.
- **Hide**: Users with this privilege can hide an annotation created with the template on a document.
- **Modify**: Users with this privilege can modify an annotation created with the template on a document.
- **View**: Users with this privilege can view an annotation created with the template on a document.

The columns indicate the privilege status as follows:

- If the user or group has the privilege explicitly granted, ✓ appears in the column.
- If the user or group has the privilege explicitly denied, ✗ appears in the column.
- If the user group does not have the privilege explicitly granted or denied, the column value is blank.
- If you view this report in Excel or CSV format, ✓ and ✗ appear as + and --.

The report is grouped by annotation template with a section for each annotation type. You can run the report at the user or group level. Both active and inactive annotation templates appear on the report. You cannot view this report in PDF format.

Parameters

When you run the report, you must specify the following parameters:

- Whether to run the report for users or groups
- The users or groups to include on the report

If you select 15 or fewer users, or groups, the selected values appear in the Report Parameters box on the report. If you select more than 15 groups, this box reads “Greater than 15 selected”.

![ImageNow Annotation Template Security Report Sample](sample.png)
ImageNow Application Plan Security

The ImageNow Application Plan Security report allows you to view the application plan privileges granted or denied to a user or group.

Details

For each application plan, the list indicates the users or groups added to the application plan, and indicates whether the following privileges have been granted or denied:

- **Link Documents**: Users with this privilege can create new documents based on an application plan or relink a document.
- **Auto Create Project**: Users with this privilege can automatically create a project when a document is linked using the application plan.
- **View**: Users with this privilege can run the active screen's configured view action.
- **Manage**: Users with this privilege can manage the application plan using the associated application plan designer.

The columns indicate the privilege status as follows:

- If the user or group has the privilege explicitly granted, ✅ appears in the column.
- If the user or group has the privilege explicitly denied, ⚠️ appears in the column.
- If the user group does not have the privilege explicitly granted or denied, the column value is blank.
- If you view this report in Excel or CSV format, ✅ and ⚠️ appear as + and --.

The report is grouped by application plan. You can run the report at the user or group level. Inactive application plans do not appear on the report. You cannot view this report in PDF format. Only manager users that created the application plan or assigned user privileges for the application plan appear on the report.

Parameters

When you run the report, you must specify the following parameters:

- Whether to run the report for users or groups
- The users or groups to include on the report

If you select 15 or fewer users, or groups, the selected values appear in the Report Parameters box on the report. If you select more than 15 groups, this box reads “Greater than 15 selected”.

---

*ImageNow Application Plan Security report sample image*
# ImageNow Document Type Security

The ImageNow Document Type Security report allows you to view the document type privileges granted or denied for a user or group.

## Details

For each document type, the list indicates the users or groups that have privileges granted or denied in the following privilege categories:

- **Documents**: Users with the specified document privilege granted can perform the action for documents associated with the document type.
- **Explorer/Project Viewer**: Users with the specified Explorer/Project Viewer privilege can perform the action for documents associated with the document type in ImageNow Explorer or Project Viewer.
- **Viewer**: Users with the specified Viewer privilege can perform the action for documents associated with the document type in ImageNow Viewer.
- **Document Management**: Users with the specified document management privilege can perform the action for the documents associated with the document type in version control.

For more information about a privilege in one of the document type categories, refer to *ImageNow Administrator Help*. The columns indicate the privileges as follows:

- If the user or group has the privilege explicitly granted, ✅ appears in the column.
- If the user or group has the privilege explicitly denied, ❌ appears in the column.
- If the user group does not have the privilege explicitly granted or denied, the column value is blank.
- If you view this report in Excel or CSV format, ✅ and ❌ appear as + and --.

The report is grouped by user or group with a section for each document type. You can run the report at the user or group level. Only active users and groups appear on the report. Both active and inactive document types appear on the report. Users that are managers and the ImageNow owner do not appear on the report. You cannot view this report in PDF format.

## Parameters

When you run the report, you must specify the following parameters:

- Whether to run the report for users or groups
- The users or groups to include on the report

If you select 15 or fewer users, or groups, the selected values appear in the Report Parameters box on the report. If you select more than 15 groups, this box reads “Greater than 15 selected.”

<table>
<thead>
<tr>
<th>Document Type</th>
<th>User or Group</th>
<th>Privilege Granted</th>
<th>Privilege Denied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example</td>
<td>User A</td>
<td>✅</td>
<td></td>
</tr>
<tr>
<td>Example</td>
<td>User B</td>
<td></td>
<td>❌</td>
</tr>
<tr>
<td>Example</td>
<td>User C</td>
<td>✅</td>
<td>❌</td>
</tr>
</tbody>
</table>
ImageNow Drawer Security

The ImageNow Drawer Security report allows you to view the document privileges granted or denied to a user or group for a drawer.

Details

For each drawer, the list indicates the users or groups that have privileges granted or denied in the following privilege categories:

- **Documents**: Users with the specified document privilege granted can perform the action for documents in the associated drawer.
- **Explorer/Project Viewer**: Users with the specified Explorer/Project Viewer privilege can perform the action for documents in the associated drawer in ImageNow Explorer or Project Viewer.
- **Viewer**: Users with the specified Viewer privilege can perform the action for documents in the associated drawer in ImageNow Viewer.
- **Document Management**: Users with the specified document management privilege can perform the action for the documents in the associated drawer in version control.
- **Batch**: Users with the specified batch privilege can perform the action for the documents in the associated drawer in batch processing.

For more information about a privilege in one of the document type categories, refer to ImageNow Administrator Help. The columns indicate the privileges as follows:

- If the user or group has the privilege explicitly granted, ✔ appears in the column.
- If the user or group has the privilege explicitly denied, ✗ appears in the column.
- If the user group does not have the privilege explicitly granted or denied, the column value is blank.
- If you view this report in Excel or CSV format, ✔ and ✗ appear as + and --.

The report is grouped by user or group with a section for each drawer. You can run the report at the user or group level. Only active users and groups appear on the report. The ImageNow owner does not appear on the report. You cannot view this report in PDF format.

Parameters

When you run the report, you must specify the following parameters:

- Whether to run the report for users or groups
- The users or groups to include on the report
- The drawers to include on the report

If you select 15 or fewer users, groups, or drawers, the selected values appear in the Report Parameters box on the report. If you select more than 15 groups, this box reads "Greater than 15 selected".
ImageNow Global Security

The ImageNow Global Security report allows you to view the global privileges granted or denied for a user or group.

Details

For each user, the list indicates the global privileges granted or denied in the following privilege categories:

- **Administrative**: Users with the specified administrative role can perform ImageNow manager or owner actions.
- **Search**: Users with the specified global privilege can perform the associated search action.
- **Project**: Users with the specified global privilege can perform the associated action for an ImageNow project.
- **Capture**: Users with the specified global privilege can capture documents using the associated capture mode.
- **Batch**: Users with the specified global privilege can perform the associated action in batch processing.
- **Viewer**: Users with the specified global privilege can perform the associated action in ImageNow Viewer for unlinked documents.
- **Report**: Users with the specified global privilege can perform the associated action for reports.
- **Manage**: Users with the specified global privilege can perform the associated administrative action.

For more information about a privilege in one of the document type categories, refer to *ImageNow Administrator Help*. The columns indicate the privileges as follows:

- If the user or group has the privilege explicitly granted, ✅ appears in the column.
- If the user or group has the privilege explicitly denied, ⚫ appears in the column.
- If the user group does not have the privilege explicitly granted or denied, the column value is blank.
- If the user is the owner or a manager, ✅ appears in the Administrative Privileges column. Because managers and owners have all privileges granted, individual privilege indicators do not appear.
- If you view this report in Excel or CSV format, ✅ and ⚫ appear as + and --.

The report is grouped by user or group. You can run the report at the user or group level. Only active users and groups appear on the report. You cannot view this report in PDF format.
Parameters

When you run the report, you must specify the following parameters:

- Whether to run the report for users or groups
- The users or groups to include on the report

If you select 15 or fewer users, or groups, the selected values appear in the Report Parameters box on the report. If you select more than 15 groups, this box reads “Greater than 15 selected.”
ImageNow Project Type Security

The ImageNow Project Type Security report allows you to view the project type privileges granted or denied for a user or a group.

Details

For each project type, the list indicates the users or groups that have the Manage and Use privileges granted or denied for the project type. The Manage Privilege and Use Privilege columns indicate the privileges as follows:

- If the user or group has the privilege explicitly granted, ✅ appears in the column.
- If the user or group has the privilege explicitly denied, ⬇️ appears in the column.
- If the user group does not have the privilege explicitly granted or denied, the column value is blank.
- If you view this report in Excel or CSV format, ✅ and ⬇️ appear as + and −−.

The report is grouped by project type. You can run the report at the user or group level. Only active users and groups appear on the report. Privileges for the owner and manager users do not appear on the report. Both active and inactive project types appear on the report. You cannot view this report in PDF format.

Parameters

When you run the report, you must specify the following parameters:

- Whether to run the report for users or groups
- The users or groups to include on the report
- The project types to include on the report

If you select 15 or fewer project types, users, or groups, the selected values appear in the Report Parameters box on the report. If you select more than 15 groups, this box reads “Greater than 15 selected”.

![ImageNow Project Type Security Report Sample](image.png)
ImageNow Security – Group Member List

The ImageNow Security - Group Member List report allows you to view the users that are members of groups configured in ImageNow Management Console.

Details

For each selected group, the list indicates the user names of the users that are members of the group and whether the user has an active or inactive status. If a selected group does not have any assigned users, it appears in the list but the Group Members column is empty and the Status column displays Inactive. The total number of users in each group appears below each group in the list.

Parameters

When you run the report, you must specify the following parameters:

• Groups to include on the report
• Whether to include active users, inactive users, or both

If you select 15 of fewer groups, the selected groups appear in the Report Parameters box on the report. If you select more than 15 groups, this box reads “Greater than 15 selected”.

ImageNow Security – User List with Group Assignments

The ImageNow Security – User List with Group Assignments report allows you to see the groups to which a user is assigned in ImageNow Management Console and whether the user has an active or inactive status.

Details

For each selected user, the list indicates the user status and ImageNow groups for which the user is an assigned member in ImageNow Management Console. If a selected user is not a member of any groups, the user and the user’s status appear on the report, but the ImageNow Groups column is empty.
### Parameters
When you run the report, you must specify the following parameters:

- Users to include on the report
- Whether to include active users, inactive users, or both

If you select 15 or fewer users, the selected users appear in the Report Parameters box on the report. If you select more than 15 users, this box reads "Greater than 15 selected".

### ImageNow System Setup
The ImageNow System Setup allows you to view the details of how your ImageNow system is configured.

#### Details
This report outlines ImageNow configuration information in the following categories:

<table>
<thead>
<tr>
<th>Section</th>
<th>Display</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annotations</td>
<td>Annotation type</td>
</tr>
<tr>
<td></td>
<td>Annotation template</td>
</tr>
<tr>
<td></td>
<td>Template description</td>
</tr>
<tr>
<td></td>
<td>Whether the annotation template is active</td>
</tr>
<tr>
<td>Application Plans</td>
<td>Plan type</td>
</tr>
<tr>
<td></td>
<td>Plan name</td>
</tr>
<tr>
<td></td>
<td>Whether the application plan is active</td>
</tr>
<tr>
<td>Custom Properties - Date</td>
<td>Property name</td>
</tr>
<tr>
<td></td>
<td>Default value</td>
</tr>
<tr>
<td></td>
<td>Whether the custom property is in use (active)</td>
</tr>
<tr>
<td></td>
<td>Whether to display the year, month, day, and weekday</td>
</tr>
<tr>
<td>Section</td>
<td>Display</td>
</tr>
<tr>
<td>--------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Custom Properties – Flag</td>
<td>Property name, Positive label, Default value, Negative label, Whether the custom property is in use (active)</td>
</tr>
<tr>
<td>Custom Properties – Number</td>
<td>Property name, Default value, Display format, Decimal places, If the display format is Currency, the type of currency, Decimal position, Whether thousands are punctuated, Whether the custom property is in use (active)</td>
</tr>
<tr>
<td>Custom Properties – String</td>
<td>Property name, Default value, Whether the custom property is in use (active)</td>
</tr>
<tr>
<td>Custom Properties – User</td>
<td>Property name, Default value, Display format, Whether the user prefix and suffix are displayed, Whether the custom property is in use (active)</td>
</tr>
<tr>
<td>Document Type Lists</td>
<td>List name, List description, Document types</td>
</tr>
<tr>
<td>Document Types</td>
<td>Document type</td>
</tr>
<tr>
<td>Section</td>
<td>Display</td>
</tr>
<tr>
<td>----------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Description</td>
</tr>
<tr>
<td></td>
<td>The custom properties used by the document type</td>
</tr>
<tr>
<td></td>
<td>Whether the custom properties associated with the document type are required</td>
</tr>
<tr>
<td></td>
<td>Whether the document type is active</td>
</tr>
<tr>
<td>Drawers</td>
<td>Drawer name</td>
</tr>
<tr>
<td></td>
<td>Description</td>
</tr>
<tr>
<td>Forms</td>
<td>Name of electronic form</td>
</tr>
<tr>
<td></td>
<td>Description</td>
</tr>
<tr>
<td></td>
<td>Whether the form is active</td>
</tr>
<tr>
<td>Groups</td>
<td>Group name</td>
</tr>
<tr>
<td></td>
<td>Description</td>
</tr>
<tr>
<td>Users</td>
<td>User name</td>
</tr>
<tr>
<td></td>
<td>User first and last name</td>
</tr>
<tr>
<td></td>
<td>Title</td>
</tr>
<tr>
<td></td>
<td>Location</td>
</tr>
<tr>
<td></td>
<td>Whether the user is active</td>
</tr>
<tr>
<td>Workflow</td>
<td>Workflow process name</td>
</tr>
<tr>
<td></td>
<td>Process description</td>
</tr>
<tr>
<td></td>
<td>Queues in the workflow process</td>
</tr>
</tbody>
</table>
Parameters

You do not need to specify any parameters to run this report.

ImageNow Workflow Queue Security

The ImageNow Workflow Queue Security report allows you to view the workflow queue privileges granted or denied for a user or a group.

Details

For each workflow process, the list indicates the users or groups that have the following privileges granted or denied for a workflow queue:

- **Add**: Users with the specified queue privilege can add items to the workflow queue.
- **Process**: Users with the specified queue privilege can process items in the workflow queue by routing them forward.
- **Upstream**: Users with the specified queue privilege can route items back through the workflow history.
- **Anywhere**: Users with the specified queue privilege can route items to any queue in the process.
- **Delete**: Users with the specified queue privilege can remove the document or project from Workflow and permanently delete it from ImageNow Server.
- **Remove**: Users with the specified queue privilege can remove a document or project from Workflow but not from ImageNow Server.
- **Archive**: Users with the specified queue privilege can save a copy of a workflow item into the workflow archive.

The columns indicate the privileges as follows:

- If the user or group has the privilege explicitly granted, ✔️ appears in the column.
- If the user or group has the privilege explicitly denied, ❌ appears in the column.
- If the user group does not have the privilege explicitly granted or denied, the column value is blank.

You can run the report for users or groups and sort the report by either the workflow process and queue or user or group. Users and groups that are designated workflow queue leads are indicated in the Queue Lead column. Only active users appear on the report. The Process privilege is granted for all users assigned to sub queues.

If you grant a user the management privilege for a specific workflow process in ImageNow Management Console, and the user is already assigned to a queue in the workflow process, ImageNow automatically promotes the user to a queue lead. This promotion is not reflected on the report until a user with the
management privilege for the workflow process accesses the Users section of the Queue Properties window for the workflow queue in ImageNow Workflow Designer, demotes the user from queue lead, and then manually promotes the user to a queue lead.

If a user with the management privilege for the workflow process accesses the Users section of the Queue Properties window for the workflow queue in ImageNow Workflow Designer and modifies the user’s privileges, the user appears on the report with all queue privileges, but is not designated a queue lead.

If you grant a user the management privilege for a specific workflow process in the Management Console, but the user is not assigned to any queues in the workflow process, the user does not appear on the report.

**Parameters**

When you run the report, you must specify whether to sort the report by workflow process and queue or user or group and then, depending on the sort order, specify the following parameters:

<table>
<thead>
<tr>
<th>Sort Order</th>
<th>Parameters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workflow Process and Queue</td>
<td>Whether to show privileges for users or groups</td>
</tr>
<tr>
<td></td>
<td>Workflow processes</td>
</tr>
<tr>
<td></td>
<td>Workflow queues</td>
</tr>
<tr>
<td>User or Group</td>
<td>Whether to show privileges for users or groups</td>
</tr>
<tr>
<td></td>
<td>Users or Groups</td>
</tr>
</tbody>
</table>

If you select 15 or fewer workflow processes, queues, users, or groups, the selected values appear in the Report Parameters box on the report. If you select more than 15 groups, this box reads “Greater than 15 selected”.

If you select 15 or fewer workflow processes, queues, users, or groups, the selected values appear in the Report Parameters box on the report. If you select more than 15 groups, this box reads “Greater than 15 selected”.

![Image of report parameters](Sample.png)
Legacy Audit Report – Documents Modified

The Legacy Audit Report - Documents Modified report allows you to view the legacy audit records of the documents you or other users viewed prior to the audit database restructure in ImageNow version 6.5.

Details

For each user who has an audit condition for modifying documents, this report displays the documents the user modified during the specified time period and the document keys associated with the documents modified. For data to appear on this report, you must perform the following actions:

- Assign at least one user to the document modification conditions.
- Set the audit log format to database format or both XML and database format.

This report includes the following audit conditions for document modifications:

- Create document
- Create document from batch
- Delete document
- Add document page
- Delete document page
- Move document
- Copy document

Important This report only returns data for audit records logged prior to your upgrade to ImageNow, version 6.5 or higher. For more information about setting the audit log format, refer to the “Audit Actions in ImageNow” section in ImageNow Administrator Help.

You can specify two levels of sorting for the report data. For each grouping, the report list displays the following information:

- Date and time the user viewed the document
- The user that viewed the document
- The document ID and document key values

Parameters

When you run the report, you must specify the following parameters:

- Whether to group the report by user, drawer, folder, tab, field 3, field 4, field 5, or document type
- Date range
- The audit conditions performed
- Whether to include system users in the list
- Users who modified documents

When you use a relative date range, you can specify the number of past days to include on the report. When you use a static date range, you can specify the calendar date range to include on the report. If you select 15 or fewer users, document types, drawers, folders, tab values, field 3 values, field 4 values, or field 5 values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected.” For folders, tab values, field 3 values, field 4 values, and field 5 values, if you do not make any selections in the prompts, this box reads “All values.”
If the document was deleted, the group value and the new document keys appear blank. If the document was created, the previous document keys appear blank. Grouping the report results by the same option at both levels does not adversely affect the report.

Legacy Audit Report – Documents Viewed

The Legacy Audit Report - Documents Viewed report allows you to view the legacy audit records of the documents you or other users viewed prior to the audit database restructure in ImageNow version 6.5.

Details

For each user that has an audit condition for document viewing, this report displays the documents the user viewed during the specified period and the document keys associated with the documents viewed. For data to appear on this report, you must perform the following actions:

- Configure the document viewing conditions.
- Assign at least one user to the condition.
- Set the audit log format to database format or both XML and database format.

Important This report only returns data for audit records logged prior to your upgrade to ImageNow, version 6.5 or higher. For more information about setting the audit log format, refer to the “Audit Actions in ImageNow” section in ImageNow Administrator Help.

You can specify two levels of sorting for the report data. For each grouping, the report list displays the following information:

- Date and time the user viewed the document
- The user that viewed the document
- The document ID and document key values

Parameters

When you run the report, you must specify the following parameters:

- Whether to group the report by user, drawer, folder, tab, field 3, field 4, field 5, or document type
- Date range
- Users that viewed documents
- The document key values to include on the report

When you use a relative date range, you can specify the number of past days to include on the report. When you use a static date range, you can specify the calendar date range to include on the report. If you select 15 or fewer users, document types, drawers, folders, tab values, field 3 values, field 4 values, or field 5 values, the selected values appear in the Report Parameters box on the report. If you select more
than 15 values, this box reads “Greater than 15 selected.” For folders, tab values, field 3 values, field 4 values, and field 5 values, if you do not make any selections in the prompts, this box reads “All values.”

Selecting to group the report results by the same option at both levels does not adversely affect the report.

---

**Message Agent Transaction Report**

The Message Agent Transaction Report allows you to view the number of Message Agent transactions performed each hour in a specified time period.

**Details**

Business Insight groups the report list by the date Message Agent performed the transactions. For each day and hour Message Agent performed a transaction, the report lists the number of transactions used within the hour. Totaling information appears for each day in the specified time period.

You can only use this report if you have ImageNow Message Agent installed and use the hourly Message Agent Transaction Pack licensing option. The standard Message Agent Transaction Pack allows you to perform up to 200 Message Agent transaction per hour for all Message Agent operations, with no concurrent user limit. You can use this report to ensure that you do not require overdraft support for transactions that exceed the hourly limit. The following Message Agent operations do not affect the hourly transaction limit:

- ACCESS_SESSION_BEGIN_USING_PASSWORD
- ACCESS_SESSION_END
- ACCESS_USER_CHECK
- DOCUMENT_STORE
- DOCUMENT_STORE_SWA
For more information about licensing and installation options with ImageNow Message Agent, refer to the “About Message Agent installation” topic in Message Agent Help.

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Message Agent Transactions per Hour</td>
<td>Displays the number of Message Agent transactions performed within the specified hour for each day in the specified time period.</td>
</tr>
</tbody>
</table>

**Important** This report represents all hourly values in GMT.

**Parameters**

You must specify the following parameters when you run this report:

- Whether to use a static date range or a relative date range
  - For static, the transaction date range
  - For relative, the number of days, weeks, months, or years.

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any Message Agent transactions yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of weeks specified, but it does not include any transactions within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all transactions during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes transactions in the last full calendar months specified, but it does not include any transactions within the current month. For example, if today is May 14, and you specify the last two months, the report includes all transactions between March 1 and April 30.

When you specify the past number of years, the report includes any transactions within the last complete calendar year, but none in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, transactions from 2009 and 2010 appear on the report.
Permanently Deleted Documents

The Permanently Deleted Documents report allows you to view the documents that were deleted from ImageNow in the specified time period.

Details

The list is grouped by the user that deleted the document. For each user that deleted documents, the report lists the unique IDs and document keys of the documents he or she deleted and the date and time the documents were deleted. Because documents are sent to the recycle bin for a limited interval, a system user for ImageNow file system agent deletes the documents, such as fs.agent_001. To view the audit record for the user that deleted the document from ImageNow Explorer, and sent the document to recycle bin, run the Documents Modified Audit Report. For more information about defining the recycle bin interval, refer to the “Enable recycle bin views” section in ImageNow Administrator Help.

Totaling information for the number of documents permanently deleted from ImageNow in the specified time period appears at the bottom of the report. For data to appear on this report, you must configure an active audit template with the Document Delete condition and assign the All Agents system group to the audit template. The Document Delete condition is a pre-defined server condition available in the Auditing pane of ImageNow Management Console.

To return data on the report, you must set the audit log format to database format or both XML and database format. For more information about creating audit templates, configuring audit conditions, assigning users to audits, and setting the audit log format, refer to the “Audit Actions in ImageNow” section in ImageNow Administrator Help.

Parameters

You must specify the following parameters when you run this report:

- Whether to include documents deleted from the recycle bin or retention policies
- Whether to use a static date range or a relative date range
  - For static, the deletion date range
  - For relative, the number of days, weeks, months, or years

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any documents deleted yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of weeks specified, but it does not include any documents deleted within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all documents deleted during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes documents deleted in the last full calendar months specified, but it does not include any documents deleted within the current month. For example, if today is May 14, and you specify the last two months, the report includes all documents deleted between March 1 and April 30.
When you specify the past number of years, the report includes any documents deleted within the last complete calendar year, but none in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, documents deleted in 2009 and 2010 appear on the report.

**Workflow Queue Setup by Attributes**

The Workflow Queue Setup by Attributes report allows you to view the types of workflow queues in the selected workflow processes and view the attributes assigned to the selected queues in ImageNow Workflow Designer.

**Details**

For each selected workflow queue in the specified workflow processes, the list indicates whether the queue is a complete queue or a join queue. For super queues, the sub queues are listed.

The list is grouped by workflow process. For each selected workflow queue in the specified workflow processes, the list displays any inbound, within queue, or outbound actions that are assigned to the queue and whether any of the following attributes are enabled in the Queue Properties dialog box in Workflow Designer.

<table>
<thead>
<tr>
<th>Attribute Type</th>
<th>Report displays</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routing</td>
<td>Whether routing is allowed between sub queues</td>
</tr>
<tr>
<td></td>
<td>Whether route back is enabled</td>
</tr>
<tr>
<td></td>
<td>Whether route recall is enabled</td>
</tr>
<tr>
<td></td>
<td>The time in which items can be recalled</td>
</tr>
<tr>
<td>Actions</td>
<td>Whether the queue has an inbound, within queue, or outbound action</td>
</tr>
<tr>
<td></td>
<td>The time delay associated with the action</td>
</tr>
<tr>
<td>Application plan linking</td>
<td>Whether application plan linking is enabled</td>
</tr>
<tr>
<td></td>
<td>Whether the item is validated against the application plan when routed back or</td>
</tr>
<tr>
<td></td>
<td>forward</td>
</tr>
<tr>
<td>Removal</td>
<td>The removal method for the queue</td>
</tr>
<tr>
<td></td>
<td>The interval used to enable removal</td>
</tr>
</tbody>
</table>

If route recall is not enabled or a removal method is not defined for the queue, the interval associated with the attribute appears as 0. If an inbound, within queue, or outbound action configured for a queue is
associated with an iScript, the file name of the script appears. If the action is associated with an alarm or routing rule, the name of the rule appears.

**Parameters**

When you run the report, you must specify the following parameters:

- Workflow processes
- Workflow queues

For workflow processes and queues, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”.
Dashboards

Dashboards in the ImageNow Report Library provide very high-level graphical information about your ImageNow environment. You can use dashboards to view a high-level picture of the following details:

- The number of items currently in workflow
- The working states of workflow items and tasks
- The location and assignment of workflow items and tasks

AP Invoice Dashboard

The Accounts Payable Invoice Dashboard allows you to view the invoice processing and amount statistics in your ImageNow environment.

Details

For the selected workflow process and queue, you can view the number of invoices processed in the last 7 days and view the total invoice amount currently being processed for each business unit. The AP Dashboard includes the following charts:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoices Processed for Queue</td>
<td>Displays the number of invoices processed in the last 7 days for the selected workflow process and queue. This chart excludes invoice processing data during weekends. You can only select complete queues.</td>
</tr>
<tr>
<td>Open Invoice Totals Percent by Business Unit</td>
<td>Displays the percentage of the total invoice amount pending for each business unit. Invoices that have completed processing do not appear on the chart.</td>
</tr>
<tr>
<td>Open Invoice Totals Amount by Business Unit</td>
<td>Displays the total invoice amount pending for each business unit. Invoices that have completed processing do not appear on the chart.</td>
</tr>
</tbody>
</table>

**Important** This report only returns data for the “Invoice” document type and the “Invoice Amount” custom property. The report also uses the Folder document key to return Business Unit values. For processed invoices to appear accurately on the report, you must define the complete queues in your Accounts Payable workflow process.
Parameters

You do not need to specify any parameters to run this report. A dynamic prompt on the report page allows you to limit the Invoices Processed for Queue chart to a specific workflow process and complete queue. To change this prompt, select the process and queue values.

Tasks Dashboard

The Tasks Dashboard allows you to view high-level statistics associated with tasks in your ImageNow environment.

Details

For tasks, you can use this dashboard to view the number of tasks that were completed after their assigned due dates and the current states of the tasks in your ImageNow environment. The Tasks Dashboard includes the following charts:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tasks Completed After Due Date</td>
<td>Displays the number of tasks assigned to users that were completed after their assigned due date.</td>
</tr>
<tr>
<td>Total Tasks</td>
<td>Displays the current task states of all tasks.</td>
</tr>
</tbody>
</table>

Parameters

You do not need to specify any parameters to run this report.
Workflow Dashboard

The Workflow Dashboard allows you to view high-level statistics associated with outstanding workflow items in your ImageNow environment.

Details

For workflow, you can use this dashboard to view the number of items currently in workflow and the current states of the workflow items. The prompt associated with the Items in Workflow chart allows you to limit the chart to workflow queues that contain more than a specific number of items. The Workflow Dashboard includes the following charts:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Items in Workflow</td>
<td>Displays the number of items currently in workflow queues. The gauge needles represent workflow queues. You can limit the queues that appear to those containing more than a specific number of items.</td>
</tr>
<tr>
<td>Workflow Item States</td>
<td>Displays the current workflow states of the items in workflow.</td>
</tr>
</tbody>
</table>

Parameters

You do not need to specify any parameters to run this report. A dynamic prompt on the report page allows you to limit the Items in Workflow chart to only queues that contain more than a specific number of items. To change this prompt, type the number and click Refresh.
Document Reports

The document reports in the ImageNow Report Library allow you to view the static properties and processing details of the documents in your ImageNow environment.

Captured Document Totals by User

The Captured Document Totals by User report allows you to view the number of documents the users in your system captured and linked in the specified time period.

Details

For each date on which users captured documents, the report lists the following information:

- The user who captured the document. If the user who scanned the document is not the same user who linked the document, the user who linked the document appears as the user who captured the document.
- The number of documents the user captured. If the user added a captured page to a document previously linked by another user, and the original document was captured outside of the specified date range, the page appears on the report, but the document does not.
- The number of pages the user captured. If the user linked the page to a previously captured document by entering the same document key values as the previously captured document, the page is added to the original document and the page appears for the user. In this case, the document does not appear, unless the original document was captured by the same user who linked the page within the specified time period.
- The number of documents the user linked. If the user linked pages that were appended to previously captured documents, the total number of documents, both original and new, appear in this column.

Documents captured by system processes, such as Import Agent, do not appear on the report.

This report includes the following charts:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Documents Captured by User</td>
<td>Displays the number of documents the user captured in the specified time</td>
<td></td>
</tr>
<tr>
<td></td>
<td>period.</td>
<td></td>
</tr>
<tr>
<td>Total Pages Captured by User</td>
<td>Displays the number of document pages the user captured in the specified</td>
<td></td>
</tr>
<tr>
<td></td>
<td>time period.</td>
<td></td>
</tr>
<tr>
<td>Total Documents Linked by User</td>
<td>Displays the number of documents the user linked in the specified time</td>
<td></td>
</tr>
<tr>
<td></td>
<td>period.</td>
<td></td>
</tr>
</tbody>
</table>

Parameters

When you run the report, you must specify the following parameters:

- Whether to use a static date range or a relative date range
  - For static, the capture date range
  - For relative, the number of days, weeks, months, or years
- Drawers
- Folders
• Document types
• Capture sources
• Whether to summarize the report by day, week, or month

When you use a relative date range, you can specify the number of past days to include on the report. When you use a static date range, you can specify the calendar date range to include on the report. The Folder prompt is optional. For drawers, folders, and document types, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected.” If you do not select any folder values, this box reads “All values selected.”

Document Pages Captured Between Dates

The Document Pages Captured Between Dates report allows you to view the pages of documents that were captured in ImageNow in the specified date range.

Details

For each user that captured documents, the report lists the date and time the document was scanned, the document ID, the pages of the document captured by the associated user, the date and time the document page was linked, and the user that linked the document.

This report includes the following charts:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Pages Captured by User</td>
<td>Displays the number of document pages captured by the user in the specified time period.</td>
</tr>
<tr>
<td>Total Pages Linked by User</td>
<td>Displays the number of document pages linked by the user in the specified time period.</td>
</tr>
</tbody>
</table>

The title of this report is dynamic. It updates based on the selected capture dates.

Parameters

When you run the report, you must specify the following parameters:

• Whether to use a static date range or a relative date range
  • For static, the capture date range and weekdays
  • For relative, the number of days, weeks, months or years and the weekdays to include
• Drawers
When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any documents captured yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any documents captured within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all documents captured during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes documents captured in the last full calendar months specified, but it does not include any documents captured within the current month. For example, if today is May 14, and you specify the last two months, the report includes all documents captured between March 1 and April 30.

When you specify the past number of years, the report includes any documents captured within the last complete calendar year, but none in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, documents captured in 2009 and 2010 appear on the report.

The Folder and Tab prompts are optional. For drawers, folders, tabs, and document types, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”. If you do not select any folder or tab values, this box reads “All values selected”.

- Folders
- Tab values
- Document types
- Capture sources
Documents with Annotations

The Documents with Annotations report allows you to view the documents that were annotated in the specified time period.

Details

For each annotation template, the report displays the user that applied the annotation, the date and time they added the annotation, the unique ID of the document annotated, the index key values of the document, and the document page annotated. For stamp, sticky note, text, and URL annotations, the annotation text appears.

This report includes the following chart:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Pages Annotated by Annotation Date</td>
<td>Displays the number of document pages that were annotated during the specified time period. The columns represent the annotation date. The column stacks represent the annotation type and template.</td>
</tr>
</tbody>
</table>

The report is grouped by user with a section for each annotation template. Annotation templates that were not used to create new annotations in the specified time period do not appear on the report. Totaling information is available at the annotation date and user level. The Report Summary box lists the total number of pages that were annotated during the specified time period. Select date range type is a cascade source for this prompt.

Parameters

When you run the report, you must specify the following parameters:

- Whether to use a static or relative date range
  - If static, the annotation date range and weekdays
  - If relative, the number of days, weeks, months, or years and the weekdays to include
- Drawers
- Folders
- Tab values
- Document types

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any documents annotated yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of weeks specified, but it does not include any documents annotated within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all documents annotated during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes documents annotated in the last full calendar months specified, but it does not include any documents annotated within the
current month. For example, if today is May 14, and you specify the last two months, the report includes all documents annotated between March 1 and April 30.

When you specify the past number of years, the report includes any documents annotated within the last complete calendar year, but none in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, documents annotated in 2009 and 2010 appear on the report.

The Folder and Tab prompts are optional. For drawers, folders, tabs, and document types, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”. If you do not select any folder or tab values, this box reads “All values selected”.

Documents with Digital Signatures

This report enables you to view the documents that were digitally signed in the specified time period.

Details

For each digital signature reason specified when digitally signing documents, this report displays the user who signed the document, the date and time the document was signed, the document properties, and the digital signature status.

This report includes the following chart:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Digitally Signed Documents by</td>
<td>Displays the number of documents digitally signed in the specified time</td>
</tr>
<tr>
<td>Signed Date</td>
<td>period. The columns represent the dates users signed documents. The</td>
</tr>
<tr>
<td></td>
<td>column stacks represent the digital signature reason specified.</td>
</tr>
</tbody>
</table>

The report includes a section for each digital signature reason. Digital signature reasons that were not selected in the specified time period do not appear on the report. A report summary displays the total number of digital signatures applied to documents in the specified date range. Totaling information for each digital signature reason appears at the user and date level. Because a document can include multiple digital signatures, the same document might appear more than once on the same report.

Parameters

When you run the report, you must specify the following parameters:

- Whether to use a static or relative date range:
  - For static, the annotation date range and weekdays
  - For relative, the number of days, weeks, months, and years and the weekdays to include
- Drawers
- Folder values
• Tab values
• Digital signature reasons
• Document types

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any documents signed yesterday and the specified number of previous days. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 through May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of weeks specified, but it does not include any documents signed within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all documents signed during the week of May 5 through 11 and the week of April 28 through May 4.

When you specify the past number of months, the report includes documents signed in the last full calendar months specified, but it does not include any documents signed within the current month. For example, if today is May 14, and you specify the last two months, the report includes all documents signed between March 1 and April 30.

When you specify the past number of years, the report includes any documents signed within the last complete calendar year, but none in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, documents signed in 2009 and 2010 appear on the report.

The folder and tab prompts are optional. For drawers, folder values, tab values, and document types, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads "Greater than 15 selected." If you do not select any folder or tab values, this box reads "All folder values selected" or "All tab values selected."
Healthcare Reports

Reports in the Healthcare category enable you to analyze your ImageNow environment as it pertains to the healthcare sector.

Chart Deficiencies by Physician

The Chart Deficiencies by Physician report allows you to view the project charts with incomplete tasks – or deficiencies currently assigned to the physicians in your enterprise.

Details

For each selected physician, the list indicates the charts that have incomplete tasks assigned to them. To return data on the report, the project type for the chart must use the following custom properties in the listed order:

- **Account number**: String custom property that represents the patient account code
- **Patient name**: String custom property that represents the patient name
- **Unit number**: String custom property that represents the unit code

The name assigned to the custom property does not affect the function of the report, but the custom properties must be assigned in the listed order for the report to return accurate data.

For each chart assigned to a physician, the list is grouped by chart type. For each chart, the list displays the number of incomplete tasks assigned to the physician for the chart. For each incomplete task, the report displays the following information:

- The chart type
- The unit code (MRN), patient account, and patient name associated with the chart
- The task type and task status
- The due date of the task and whether the task is overdue

The **Deficiency Age** column displays the amount of time the tasks are overdue. If the task is overdue, the value appears in parentheses.

Parameters

When you run this report, you must specify the following parameters:

- Physicians
- Chart types
- Deficiency types
For physicians and chart types, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”.

Document Deficiencies by Physician

The Document Deficiencies by Physician report allows you to view the documents with incomplete tasks – or deficiencies – currently assigned to the physicians in your enterprise.

Details

For each selected physician, the list indicates the documents with incomplete tasks assigned to the physician and the patient record associated with the document.

**Important** This report assumes an ImageNow document key structure as follows. If the document key structure is different, the report returns inaccurate data.

- **Folder**: Unit code (MRN)
- **Tab**: Patient account code
- **F3**: Patient name

The list is grouped by physician. For each selected physician the list displays the number of incomplete tasks in all units. For each incomplete task, the list displays the following information:

- The unit code (MRN), patient account, and patient name associated with the document
- The document type associated with the task
- The task type and task status
- The due date of the task and whether it is overdue
- The amount of time in which the task is due or overdue
Parameters

When you run the report, you must specify the following parameters:

- User names of physicians
- Drawers

For drawers and users, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”.

![Report Parameters Table]

Sample of the Report Parameters Table.
Records Management Reports

Reports in the Records Management category allow you to monitor the retention lifecycle of your documents, including those under retention policies and retention holds.

Document Destruction Report

The Document Destruction Report displays the documents approved for destruction according to your retention policies.

Details

You can use this report to generate a certificate of destruction for your documents. This report displays the documents under a retention policy destroyed in the specified time period with the following details:

- The approval columns display the date the approval was scheduled, the user who approved the destruction, and the date the user approved destruction. If the retention policy requires multiple approval levels, the report displays each approval and each level separately.

- The deletion columns display the date ImageNow permanently deleted the electronic version of the document and the user who approved the documents for deletion. Typically, the workflow agent automatically deletes documents approved for destruction, bypassing the recycle bin.

- If the documents are associated with a physical file reference, the destruction columns display the date a user destroyed the physical version of the document, the user who destroyed it, and the method used to destroy the documents. Users destroy physical documents using destruction sets. Documents without physical file references do not display details in the destruction columns.

Only documents under retention policies that have completed the destruction process appear on the report. Documents with a physical file reference do not appear on the report until the physical version of the document is destroyed and the destruction set is confirmed. The approval, deletion, and destruction times appear in GMT format.

To return data on the report, you must set the audit log format to database format or both XML and database format. You must also configure an audit template that includes the following audit conditions and assign it to the All Users or All Agents system group.

- Retention Holds
- Retention Policies
- Retention Agent Actions
- Retention Approval Actions

For more information about creating audit templates, configuring audit conditions, assigning users to audits, and setting the audit log format, refer to the “Audit Actions in ImageNow” section in ImageNow Administrator Help.

Parameters

When you run the report, you must specify the following parameters:

- Whether to use a static or relative date on the report
  - If static, the dates documents were destroyed
  - If relative, the number of days, weeks, months, or years
Retention policies

Document types

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any documents destroyed yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any documents destroyed within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all documents destroyed during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes documents destroyed in the last full calendar months specified, but it does not include any documents destroyed within the current month. For example, if today is May 14, and you specify the last two months, the report includes all documents destroyed between March 1 and April 30.

When you specify the past number of years, the report includes any documents destroyed within the last complete calendar year, but no documents destroyed in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, documents destroyed in 2009 and 2010 appear on the report.

Only the retention policies that have performed a destruction disposition action appear in the prompts. For document types and retention policies, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected.”

Document Types Without Retention Policies

The Document Types Without Retention Policies report displays the document types not currently assigned to a retention policy.

Details

You can use this report to identify document types to assign to a retention policy. All document types not assigned to an active or inactive retention policy appear on the report. The report includes both active and inactive document types.

Parameters

You do not need to specify any parameters to run this report.
Documents Under Retention Hold

The Documents Under Retention Hold report displays the documents assigned to a direct retention hold and the document types assigned to an inherited retention hold.

Details

For each retention hold, the report displays the documents and document types currently under the hold. For documents assigned to a direct hold, the report displays the user who assigned the hold, the date the user assigned the hold, and the unique IDs of the documents under the hold. For document types assigned to an inherited hold, the report displays the user who assigned the hold, the date the user assigned the hold, and the document types under the hold.

Parameters

When you run the report, you must specify the following parameters:

- The dates users assigned holds
- The users that assigned the holds
Documents Under Retention Policies

The Documents Under Retention Policies report displays the details of all documents in a phase of any retention policy configured in your ImageNow environment.

Details

For each selected retention policy, the report lists the phases that include documents. For each phase, the report lists the following information for each document:

- Document type
- Document keys
- Creation date

Summary information appears for each phase and each retention policy. A grand total for all selected policies appears at the end of the report.

Parameters

When you run the report, you must specify the retention policies you want to include.

Retention Policy Setup

The Retention Policy Setup report displays the configuration details of the retention policies in your ImageNow environment.

Details

For each retention policy in your ImageNow environment, this report displays each phase in the policy, and each path within the phase. For each path, the report displays the following information:

- The retention time period
- The approval levels, users, and groups
- The disposition action

The report groups the list by retention policy. You can optionally display the document types assigned to the retention policy. All active and inactive document types assigned to the policy appear on the report. If a phase or path in the retention policy does not have an assigned name, the report displays the phase ID or path ID.
Parameters

When you run the report, you must specify the following parameters:

- Retention policies
- Whether to display document types
Task Reports

Reports in the Tasks category allow you to analyze your ImageNow task data and quickly identify overdue and incomplete tasks.

Completed Tasks by Task Template

The Completed Tasks by Task Template report displays the number of completed tasks processed in the specified date range and details the completion time for tasks.

Details

The report includes 4 charts, a summary list, and a detail list. You can choose whether to include tasks with a status of Completed, Complete Pending Review, or both.

The summary list displays the total number of completed tasks as well as the total, average, minimum, and maximum completion time for each selected task type. The report calculates total completion time from start to finish, from the time the task was created to the time the task was marked complete.

The detail list displays the total number of tasks completed based on the task template used to create it as well as the user who completed the task. For each task template and user, the list displays the following information:

- The total number of completed tasks
- The user’s number of completed tasks as a percentage of the total number of completed tasks for the task template
- The number of tasks the user completed after the defined due date
- Total, average, maximum, and minimum completion time for the tasks

Tasks completed after the defined due date appear in red. Totaling information for all task templates appears at the bottom of the list.

This report includes the following charts:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top 10 Completion Times by Task Template</td>
<td>Displays the 10 task templates that have the highest task completion times. The columns indicate the maximum completion time. The line indicates the average completion time.</td>
</tr>
<tr>
<td>Top 10 Tasks Completed after Due Date by User</td>
<td>Displays the 10 users that have the highest number of tasks that were completed after their defined due date.</td>
</tr>
<tr>
<td>Task Completion Time by Completion Date</td>
<td>Displays the maximum and average task completion times based on the months and years selected in the date range. The columns indicate the maximum completion time for the month. The line indicates the average completion time for the month.</td>
</tr>
<tr>
<td>Top 10 Completed Task Totals by Task Template</td>
<td>Displays the 10 task templates that have the highest number of completed tasks for the specified date range.</td>
</tr>
</tbody>
</table>
Because top 10 charts are calculated using a ranking system, if identical values exist in the top 10 rank, more than 10 columns can appear on the chart. For example, if you selected 20 users, 15 of which have 50 completed tasks after the due date and 5 of which have 45 completed tasks after the due date, 15 users appear on the Top 10 Tasks Completed after Due Date by User chart.

Parameters
When you run the report, you must specify the following parameters:

- Completed task states
- Whether to use a static or relative date range
  - If static, the task completion date range and weekdays
  - If relative, the number of days, weeks, months, or years and the weekdays to include
- Users completing tasks
- Task types
- Task templates

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any tasks completed yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any tasks completed within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all tasks completed during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes tasks completed in the last full calendar months specified, but it does not include any tasks completed within the current month. For example, if today is May 14, and you specify the last two months, the report includes all tasks completed between March 1 and April 30.

When you specify the past number of years, the report includes any tasks completed within the last complete calendar year, but no tasks completed in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, tasks completed in 2009 and 2010 appear on the report.

For any prompt, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads "Greater than 15 selected".
Document Tasks Due in Specified Days

The Document Tasks Due in Specified Days report allows you to view the details of documents with assigned tasks that are due in the specified number of days or less.

Details

For each user or group with an assigned task due in the specified number of days or less, the report lists the document keys of the document associated with the task, the task ID and task template, as well as details of when the task is due and the current state of the task.

This report includes the following chart:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tasks Due by Assigned User</td>
<td>Displays the number of incomplete tasks due within the specified number of days for each assigned user and the task state.</td>
</tr>
<tr>
<td>Tasks Due by Assigned Group</td>
<td>Displays the number of incomplete tasks due within the specified number of days for each assigned group and the task state.</td>
</tr>
</tbody>
</table>

Because a task can be assigned to any number of users or groups, it possible that the same task appears more than once on the report. Only users and groups with assigned tasks that are due within the specified number of days appear on the report. Tasks in a Complete Pending Review state also appear on the report.

Parameters

When you run the report, you must specify the following parameters:

- Users and groups assigned to tasks
- Task states
- Number of days until task is due

If you select 15 or fewer users or groups, the selected values appear in the Report Parameters box on the report. If you select more than 15, this box reads “Greater than 15 selected.”
Documents with Incomplete Tasks

The Documents with Incomplete Tasks report allows you to view the details of the documents that have incomplete tasks and the users and groups assigned to the tasks.

Details

For each user or group assigned to an incomplete task associated with a document, the report displays the following information:

- Document key values for the document associated with the task
- The number of incomplete tasks and overdue tasks associated with the document
- The earliest and latest due date of the incomplete tasks associated with the document

This report includes the following chart:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Types with Incomplete Tasks by Assigned User</td>
<td>Displays the number of incomplete tasks associated with a document type for each selected user. The columns represent users. The column stacks represent the document types associated with the tasks.</td>
</tr>
<tr>
<td>Document Types with Incomplete Tasks by Assigned Group</td>
<td>Displays the number of incomplete tasks associated with a document type for each selected group. The columns represent the groups. The column stacks represent the document types associated with the tasks.</td>
</tr>
</tbody>
</table>

Only users and groups with assigned tasks that are incomplete appear on the report. If the user or group only has one incomplete task associated with a listed document, the earliest and latest due date values are identical. Tasks in a Complete Pending Review state appear on the report.

Totaling information is listed at the drawer and user levels. Grand totaling information for all users and drawers appears at the bottom of the report.

Parameters

When you run the report, you must specify the following parameters:

- Users and groups assigned to tasks
- Task types

If you select 15 or fewer users or groups, the selected values appear in the Report Parameters box on the report. If you select more than 15, this box reads “Greater than 15 selected”.

Project Tasks Due in Specified Days

The Project Tasks Due in Specified Days report allows you to view the details of projects with assigned tasks that are due in the specified number of days or less.
Details

For each user or group with an assigned task due within the specified number of days, the project name and type associated with the task, the task ID and task template, as well as details of when the task is due and the current state of the task. Tasks without a specified due date appear on the report with blank due date details.

This report includes the following chart:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tasks Due by Project</td>
<td>Displays the number of incomplete tasks due within the specified number of days for each project and the task state.</td>
</tr>
</tbody>
</table>

Because a task can be assigned to any number of users, it possible that the same task appears more than once on the report. Only users and groups with assigned tasks that are due within the specified number of days appear on the report. Tasks in a Complete Pending Review state also appear on the report.

Parameters

When you run the report, you must specify the following parameters:

- Users and groups assigned to tasks
- Task states
- Number of days until task is due

If you select 15 or fewer users, the selected values appear in the Report Parameters box on the report. If you select more than 15, this box reads “Greater than 15 selected”.

Projects with Incomplete Tasks

The Projects with Incomplete Tasks report allows you to view the details of the projects that have incomplete tasks and the users and groups assigned to the tasks.

Details

For each project with an incomplete task, the report displays the following information:

- Project type associated with the task
- The user or group the task is assigned to
- The number of incomplete tasks and overdue tasks associated with the project
- The earliest and latest due date of the incomplete tasks associated with the project

This report includes the following charts:
Chart Title | Function
---|---
Project Types with Incomplete Tasks by Assigned User | Displays the number of incomplete tasks associated with a project type for each user. The columns represent users. The column stacks represent the project types associated with the tasks.
Project Types with Incomplete Tasks by Assigned Group | Displays the number of incomplete tasks associated with a project type for each group. The columns represent groups. The column stacks represent the project types associated with the tasks.

If the user or group only has one incomplete task associated with a listed project, the earliest and latest due date values are identical. Grand totaling information for all incomplete and overdue tasks appears at the bottom of the report.

**Parameters**

When you run the report, you must specify the following parameters:

- Users and groups assigned to tasks
- Task types

If you select 15 or fewer projects, the selected values appear in the Report Parameters box on the report. If you select more than 15, this box reads “Greater than 15 selected”.

**Tasks Aging Report by Task Template**

The Tasks Aging Report by Task Template report allows you to view the number of incomplete tasks assigned to users and groups that are due and overdue in up to seven user-defined aging intervals within the specified time period.

**Details**

For each selected task template, you can view the incomplete tasks that are due in one of the four due intervals and the tasks that are overdue in one of the three overdue intervals. Tasks that are assigned, returned, or complete pending review appear on the report. You can define up to seven aging periods measured in days.
This report includes the following charts:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tasks Due by User</td>
<td>Displays the number of tasks associated with the selected task templates that are due in the first four user-defined aging periods. The columns represent the assigned users. The column stacks represent the aging periods.</td>
</tr>
<tr>
<td>Tasks Overdue by User</td>
<td>Displays the number of tasks associated with the selected task templates that are overdue in one of the last three user-defined aging periods and the number of tasks that are due today. The columns represent the assigned users. The column stacks represent the aging periods.</td>
</tr>
<tr>
<td>Tasks Due by Group</td>
<td>Displays the number of tasks associated with the selected task templates that are due in the first four user-defined aging periods. The columns represent the assigned groups. The column stacks represent the aging periods.</td>
</tr>
<tr>
<td>Tasks Overdue by Group</td>
<td>Displays the number of tasks associated with the selected task templates that are overdue in one of the last three user-defined aging periods and the number of tasks that are due today. The columns represent the assigned groups. The column stacks represent the aging periods.</td>
</tr>
</tbody>
</table>

The report is grouped by task type. Totaling information is available at the user level for each type. Grand totaling information appears at the bottom of the user list and group list. Task types and task templates with no tasks due or overdue in the specified aging periods do not appear on the report.

**Parameters**

When you run the report, you must specify the following parameters:

- Task due date range
- Up to 6 aging periods
- Users assigned to tasks
- Groups assigned to tasks
- Task types
- Task templates

When you define the aging periods, you determine what data appears on the report chart and list. The values aggregate to define how the aging periods appear on the report. The first 4 aging periods operate on a descending scale, and represent the days by which tasks are due. The last 3 aging periods operate on an ascending scale and represent the days by which tasks are overdue. An additional aging period indicates the number of tasks that are due today.

For example, if you define the aging periods in days only, the aging period entries work as follows:

- An entry of 3 in **Aging period 1** appears as **Tasks Due in More Than 3 Days** on the report.
- An entry of 2 in **Aging period 2** appears as **Tasks Due Between 2 Days and 3 Days** on the report.
- An entry of 1 in **Aging period 3** appears as **Tasks Due Between 1 Day and 2 Days** on the report, and defines an additional aging period that appears as **Tasks Due in Less Than 1 Day**.
• An entry of 1 in Aging period 4 appears as Tasks Overdue Less Than 1 Day on the report.

• An entry of 2 in Aging period 5 appears as Tasks Overdue Between 1 Day and 2 Days on the report and creates an additional aging period that appears as Tasks Overdue More Than 2 Days on the report.

You must complete all aging periods to run the report. For users, groups, and task templates, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”.

Task Cycle Time

The Task Cycle Time report displays the number of tasks that were completed in the specified time period and the time it took to complete the tasks from the time they were assigned.

Details

For each task type with tasks completed during the specified time period, the report displays the following information:

• The task template associated with the task
• The total number of completed tasks
• The average, maximum, and minimum time it took for tasks to complete from the time they were assigned

This report includes the following chart:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed Tasks by Task Type</td>
<td>Displays the number of tasks completed in the specified time period for each task type.</td>
</tr>
</tbody>
</table>

Tasks types and task templates with no tasks completed during the specified time period do not appear on the report. Totaling information for all completed tasks appears at the bottom of the report. Tasks in a Complete Pending Review, Invalid, or Canceled state do not appear on the report.
Parameters

When you run the report, you must specify the following parameters:

• Whether to use a static or relative date range
  • If static, the task completion date range
  • If relative, the number of days, weeks, months, or years

• Task types

• Task templates

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any tasks completed yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any tasks completed within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all tasks completed during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes tasks completed in the last full calendar months specified, but it does not include any tasks completed within the current month. For example, if today is May 14, and you specify the last two months, the report includes all tasks completed between March 1 and April 30.

When you specify the past number of years, the report includes any tasks completed within the last complete calendar year, but no tasks completed in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, tasks completed in 2009 and 2010 appear on the report.

If you select 15 or fewer task templates, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”.

![Report Parameters](image.png)
Task Productivity

The Task Productivity report allows you to view the elapsed time between the task start date and the task completion date.

Details

For each user that completed tasks during the specified time period, the report displays the task type, task template, the date tasks were completed, and the number of tasks that were completed.

For the completed tasks, the report displays the elapsed time, starting from the start date and time for the task, and ending with the completion date and time. The average time it took to complete the tasks that use the task template appears.

If the user completed multiple tasks created with the same task template, the latest date a task that uses the task template was completed appears in the Completed On column. The latest task to be completed is also represented in the Total Time: Start to Completion column.

If the user only completed one task associated with a task template in the specified time period, the values in the Total Time: Start to Completion and Average Completion Time columns are the same.

This report includes the following chart:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tasks Completed by User</td>
<td>Displays the number of tasks completed by the user in the specified period. The columns represent the users. The column stacks represent the task templates.</td>
</tr>
</tbody>
</table>

Parameters

When you run the report, you must specify the following parameters:

- Whether to use a static or relative date range
  - If static, the task completion date range and weekdays
  - If relative, the number of days, weeks, months or years and the weekdays to include
- Users that completed tasks
- Task types
- Task templates

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any tasks completed yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any tasks completed within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all tasks completed during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes tasks completed in the last full calendar months specified, but it does not include any tasks completed within the current month.
For example, if today is May 14, and you specify the last two months, the report includes all tasks completed between March 1 and April 30.

When you specify the past number of years, the report includes any tasks completed within the last complete calendar year, but no tasks completed in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, tasks completed in 2009 and 2010 appear on the report.

For users and task templates, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”.

**Tasks Snapshot by Assigned Users and Groups**

The Tasks Snapshot by Assigned Users and Groups report allows you to view the number of incomplete tasks assigned to the selected users and groups.

**Details**

The report is grouped by task type. For each user, group, and task type, this report lists the total number of incomplete tasks, broken down as follows:

<table>
<thead>
<tr>
<th>Incomplete Tasks</th>
<th>Task View</th>
</tr>
</thead>
<tbody>
<tr>
<td>All tasks assigned to the user or group</td>
<td>My Assigned</td>
</tr>
<tr>
<td>All tasks returned by the user or any user in the group</td>
<td>Returned by Me</td>
</tr>
<tr>
<td>All tasks the user or group completed that need to be reviewed</td>
<td>Complete Pending Review</td>
</tr>
</tbody>
</table>

In the group list, any task that was assigned to a group and then returned by a member of the assigned group appears in the **Tasks Returned by Group** column. Any task that was assigned to a group, was completed by a member of the group, and is waiting for review appears in the **Tasks Completed by Group Pending Review** column.
This report includes the following charts:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incomplete Tasks by Assigned User</td>
<td>Displays the total number of incomplete tasks based on the user the task was assigned to. The columns represent the users, and the column stacks represent the task state.</td>
</tr>
<tr>
<td>Incomplete Tasks by Assigned Group</td>
<td>Displays the total number of incomplete tasks based on the group the task was assigned to. The columns represent the groups, and the column stacks represent the task state.</td>
</tr>
</tbody>
</table>

Because you can assign tasks to several users or groups to review or process, the same task might appear more than once on this report. Totaling information is available for each task type as well as the total number of incomplete tasks for all users and all groups.

**Parameters**

When you run the report, you must specify the following parameters:

- Users assigned to tasks
- Groups assigned to tasks
- Task types

For either prompt, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”.

![Chart Example](sample)
Workflow Reports

Workflow reports enable you to identify bottlenecks in your ImageNow workflow processing and determine trends in workflow processing.

Captured Document Routing Activity

The Captured Document Routing Activity report allows you to view the workflow routing distribution of documents captured during the specified time period.

Details

For each selected workflow queue, you can view the drawers associated with the documents captured in the specified time period and evaluate the following routing information:

- The number of captured documents routed into the queue compared to the total number of documents captured in the drawer
- The percentage of captured documents routed into the queue
- The number of captured documents routed out of the queue
- The number of documents currently in the queue that a user captured within the specified time period
- The number of captured documents currently in the queue

You can use this report to evaluate the effectiveness of your load balancing processes in workflow. Only documents that you captured using a scanning or import process appear on the report. Documents you create in ImageNow Explorer do not appear. Documents captured during the specified time period which completed workflow or entered the workflow archive do not appear on the report. Because you can route a document to any number of queues, the same document might appear several times on the report.

Parameters

When you run the report, you must specify the following parameters:

- Date range for document capture
- Workflow queues
- Drawers

The report includes sub queues for super queues. For workflow queues and drawers, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box displays “Greater than 15 selected”.

![Sample Report Image]
Current Items in Queues

The Current Items in Queues report allows you to view the index values of the workflow items currently in the specified queues.

Details

For each selected workflow queue, you can view the workflow items currently in the queue as well as their associated index values, including the document or project type. You can group the documents in the queue by the drawer, folder, tab, F3, F4, or F5 value when running the report. Items currently in complete queues do not appear on the report.

The report includes a section for each queue you select that contains items when the report is run. Totaling information for each queue appears below each section. Totaling information for the index key used to group the report appears in the list for the queue. A grand total for all queues appears at the bottom of the report.

Parameters

When you run the report, you must specify the following parameters:

- Whether to include documents or projects
  - If project, the project status and projects to include
  - If documents, the document key by which to group results and drawers to include
- Workflow processes
- Whether to include complete queues
- Workflow queue types
- Workflow queues
- Priorities assigned to workflow items

Sub queues for super queues are included in the work queue type. For workflow processes, queues, and drawers, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”.

![Current Items in Queues Report Example](image)

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Document Queue Entry to First View

The Document Queue Entry to First View report allows you to determine the amount of time a workflow item associated with a document spent in a queue before it was viewed for the first time in that queue.

Details

For each user that added or routed an item to a queue, the report displays the total number of workflow items the user added or routed to the queues and the average, minimum, and maximum amount of time the item spent in the workflow queue before a user viewed it for the first time in that queue during the specified time period.

The Report Summary box displays the total number of items, average time, minimum time, and maximum time spent between queue entry and first viewing for all users that added or routed items in the specified time period. If any of the selected workflow processes includes super queues, only the sub queues associated with the super queue appear in the queue selection list.

This report includes the following charts:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Documents in Queue by Entry Day</td>
<td>Displays the total number of document items that were added or routed to the selected queues on the selected days of the week in the specified interval. The columns represent the days of the week.</td>
</tr>
<tr>
<td>Total Documents in Queue by Item Priority</td>
<td>Displays the total number of document items that were added or routed to the selected queues with the selected workflow item priority. Each pie chart represents a different workflow item priority. The pie slices represent the workflow queues.</td>
</tr>
</tbody>
</table>

The list is grouped by workflow queue. Totaling information as well as a summary of the average, minimum, and maximum amount of time the items spent in the queue before the first viewing appears at the queue level. If only one item was routed to the queue, or if the same user routed all the items in queue in the specified period, the average, minimum, and maximum queue times appear the same. The maximum queue times are displayed in HH:MM:SS format. Average and minimum queue time is formatted HH:MM:SS.milliseconds.

Because an item can be added or routed to any number of queues within a given time period, the same workflow item might be represented in several queues on the report.
**Parameters**

When you run the report, you must specify the following parameters:

- Whether to use a static or relative date range
  - If static, the queue entry date range and weekdays
  - If relative, the number of days, weeks, months or years and the weekdays to include
- Whether to report using the active workflow processes, the archived workflow, or both
- Workflow processes
- Whether to include complete queues
- Workflow queue types
- Workflow queues
- Document types
- Drawers
- Workflow item priorities

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any documents added or routed in yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any documents added or routed in within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all documents that entered the queue during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes documents added or routed in the last full calendar months specified, but it does not include any documents added or routed in within the current month. For example, if today is May 14, and you specify the last two months, the report includes all documents that entered the queue between March 1 and April 30.

When you specify the past number of years, the report includes any documents added or routed within the last complete calendar year, but no documents added or routed in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, documents that entered the queue in 2009 and 2010 appear on the report.

Sub queues for super queues are included in the work queue type. For workflow processes, workflow queues, document types, and drawers, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected.”
Documents Entering Queues per Hour

The Documents Entering Queues per Hour report allows you to view the hourly details of workflow items associated with documents added or routed to workflow queues in a given 24-hour period.

Details

This report is useful for determining the peak and off-peak hours of the day when documents are added or routed to workflow queues. For each selected queue, the report displays the users that added or routed document items to the queue and the hour of the day the items were routed.

This report includes the following charts:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documents Entering Queues by Hour</td>
<td>Displays the total number of workflow items added or routed to the selected queues during the hour of the day. The columns represent the hours of the day. The column stacks represent the workflow queues.</td>
</tr>
<tr>
<td>High Priority Documents Added or Routed</td>
<td>Displays the number of workflow items with a high priority added or routed to any queue during an hour of the day. The gauge needles represent the hours of the day. This chart only appears if you include high priority items in the report parameters.</td>
</tr>
<tr>
<td>Normal Priority Documents Added or Routed</td>
<td>Displays the number of workflow items with a normal priority added or routed to any queue during an hour of the day. The gauge needles represent the hours of the day. This chart only appears if you include normal priority items in the report parameters.</td>
</tr>
<tr>
<td>Low Priority Documents Added or Routed</td>
<td>Displays the number of workflow items with a low priority added or routed to any queue during an hour of the day. The gauge needles represent the hours of the day. This chart only appears if you include low priority items in the report parameters.</td>
</tr>
</tbody>
</table>

The report is grouped by workflow queue. Totaling information appears at the hour, and queue levels. Grand totaling information for all queues and all hours appears at the bottom of the report. Complete queues do not appear on the report. If no workflow documents were added or routed in a given hour of the day, the hour does not appear on the report.

Parameters

When you run the report, you must specify the following parameters:

- Date for report
- Whether to report using the active workflow processes, the archived workflow, or both
• Workflow processes
• Whether to include complete queues
• Workflow queue types
• Workflow queues
• Document types
• Drawers
• Workflow item priorities

Sub queues for super queues are included in the work queue type. For workflow processes, queues, document types, and drawers, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”.

Documents Remaining in Queue After Specified Interval

The Documents Remaining in Queue After Specified Interval report allows you to view the total number of items associated with documents that remain in the specified workflow queues after the defined number of days, hours, or minutes, or any combination of days, hours, and minutes.

Details

For each selected workflow queue, you can view the items that remain in the queue beyond the specified interval, measured in minutes, hours, and days. Complete queues and deleted queues do not appear on the report.

The detail list displays all the workflow items that meet or exceed the defined interval and remain in the workflow queues you specified. For each workflow item, the list displays the following information:

• The queue the item is currently in and the item ID
• The folder and tab value for the item
• The date and time the item entered the workflow queue
• The number of seconds, minutes, hours, or days the item has been in the current queue and in workflow
• The date and time the item entered its current workflow state
• The current workflow state and the last action performed for the item
• The user who performed the last action for the item
The list is grouped by workflow queue. Totaling information for the number of remaining items appears below each group, as well as the average interval for the items in the queue and in workflow (in seconds, minutes, hours, or days).

This report includes the following charts:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Documents in Queue by Current Status</td>
<td>Displays the total number of workflow document items that exceed the specified interval within the selected queues along with the associated workflow state and last action performed for the item. The columns represent the selected workflow queues.</td>
</tr>
<tr>
<td>Top 10 Queue Document Totals by Processed User</td>
<td>Displays the 10 users with the highest number of workflow document items that exceed the specified interval for which they performed the last action. The columns represent the users.</td>
</tr>
</tbody>
</table>

Because top 10 charts are calculated using a ranking system, if identical values exist in the top 10 rank, more than 10 values can appear on the charts. For example, if you selected 20 workflow queues, 15 of which have 50 items beyond the specified interval, 15 queues appear on the Top 10 Queue Document Totals by Processed User chart.

**Parameters**

When you run the report, you must specify the following parameters:

- Whether to use a static or relative date range
  - If static, the queue entry date range and weekdays
  - If relative, the number of days, weeks, months, or years and the weekdays to include
- Workflow processes
- Whether to include complete queues
- Workflow queue types
- Workflow queues
- Drawers
- Interval in days, hours, and minutes

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any documents added or routed in yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any documents added or routed in within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all documents that entered the queue during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes documents added or routed in the last full calendar months specified, but it does not include any documents added or routed in
within the current month. For example, if today is May 14, and you specify the last two months, the report includes all documents that entered the queue between March 1 and April 30.

When you specify the past number of years, the report includes any documents added or routed in within the last complete calendar year, but no documents added or routed in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, documents that entered the queue in 2009 and 2010 appear on the report.

Sub queues for super queues are included in the work queue type. For workflow processes, workflow queues and drawers, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”.

![Graph showing document flow](image_url)
Documents Remaining in Workflow After Specified Interval

The Documents Remaining in Workflow After Specified Interval report allows you to view the total number of items associated with documents that remain in the specified workflow processes after the defined number of days, hours, or minutes, or any combination of days, hours, and minutes.

Details

For each selected workflow process, you can view the number of items that remain in workflow beyond the specified interval, measured in minutes, hours, and days. Complete queues and queues that have been deleted but remain in the recycle bin do not appear on the report.

The detail list displays all the workflow items that meet or exceed the defined interval and remain in the workflow processes you specified. For each workflow item, the list displays the following information:

- The workflow process and queue the item is currently in
- The item ID
- The folder and tab value for the item
- The date and time the item was added to workflow
- The number of seconds, minutes, hours, or days the item has been in workflow and the current queue
- The date and time the item entered its current workflow state
- The current workflow state and the last action performed for the item
- The user who performed the last action for the item

The list is grouped by workflow process and queue. Totaling information for the number of remaining items appears below each queue and workflow process, as well as the average interval for the items in the queue and in workflow.

This report includes the following charts:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Documents in Workflow by Current Status</td>
<td>Displays the total number of workflow document items that exceed the specified interval within the selected processes along with the associated workflow state and last action performed for the item. The columns represent the selected workflow processes.</td>
</tr>
<tr>
<td>Top 10 Workflow Document Totals by Processed User</td>
<td>Displays the 10 users with the highest number of workflow document items that exceed the specified interval for which they performed the last action. The columns represent the users.</td>
</tr>
</tbody>
</table>

Because top 10 charts are calculated using a ranking system, if identical values exist in the top 10 rank, more than 10 values can appear on the charts. For example, if you selected 20 workflow processes, 15 of which have 50 items beyond the specified interval, 15 queues appear on the Top 10 Workflow Document Totals by Processed User chart.
Parameters
When you run the report, you must specify the following parameters:

- Whether to use a static or relative date range
  - If static, the added to workflow date range and weekdays
  - If relative, the number of days, weeks, months, or years and the weekdays to include
- Workflow processes
- Whether to include complete queues
- Workflow queue types
- Workflow queues
- Drawers
- Interval in days, hours, and minutes

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any documents added to workflow yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any documents added within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all documents added to workflow during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes documents added in the last full calendar months specified, but it does not include any documents added within the current month. For example, if today is May 14, and you specify the last two months, the report includes all documents added to workflow between March 1 and April 30.

When you specify the past number of years, the report includes any documents added within the last complete calendar year, but no documents added in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, documents added to workflow in 2009 and 2010 appear on the report.

Sub queues for super queues are included in the work queue type. For workflow processes, workflow queues, and drawers, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”.

![Image](ImageNowReportLibraryCatalog.png)
Documents Routed Out

The Documents Routed Out report allows you to view the documents that users routed out of workflow queues in the specified time period.

Details

For each selected workflow queue, you can view the properties of the documents that users routed out of the queue, the date they routed the documents, the user who routed the document, and the workflow queue the they routed the document to. If a user routed a document in parallel to multiple queues, the document does not appear on the report until the document reaches the join queue that ends the parallel route. Any queues included in the parallel route do not appear on the report. For each queue, the total number of documents routed out appears.

Parameters

When you run the report, you must specify the following parameters:

- Whether to use a static or relative date range
  - If static, the dates users routed documents forward
  - If relative, the number of days, weeks, months, or years
- Whether to use the active workflow processes, the workflow archive, or both
- Workflow queues
- Document types
- Drawers

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any documents routed out yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any documents routed within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all documents routed forward during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes documents routed out in the last full calendar months specified, but it does not include any documents routed within the current month. For example, if today is May 14, and you specify the last two months, the report includes all documents routed forward between March 1 and April 30.

When you specify the past number of years, the report includes any documents routed out within the last complete calendar year, but no documents routed in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, documents routed forward in 2009 and 2010 appear on the report.
Document Workflow Lifecycle

The Document Workflow Lifecycle report allows you to view the workflow history of the documents completed during the specified time period.

Details

For each complete queue you specify, a section appears for each date that a document completed its workflow lifecycle and entered the complete queue. Each section includes the document key details and lists each queue that the document entered during its workflow lifecycle as well as the amount of time the document spent in each queue. You can view workflow history for both the active workflow process and the workflow archive.

Documents that did not complete workflow do not appear on the report.

Parameters

When you run the report, you must specify the following parameters:

- Whether to use a static or relative date range
  - If static, the date range, hourly range, and weekdays documents completed workflow
  - If relative, the number of days, weeks, months, or years and the hourly range and weekdays documents completed workflow
- Whether to display the active workflow processes, the workflow archive, or both
- Workflow processes
- Complete queues
- Document types
- Drawers
- Workflow item priorities

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any documents that completed workflow yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any documents that
completed workflow within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all documents that completed workflow during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes documents that completed workflow in the last full calendar months specified, but it does not include any documents that completed workflow within the current month. For example, if today is May 14, and you specify the last two months, the report includes all documents that completed workflow between March 1 and April 30.

When you specify the past number of years, the report includes any documents that completed workflow within the last complete calendar year, but no documents that completed workflow the current year. For example, if today is May 14, 2011, and you specify the last 2 years, documents that completed workflow in 2009 and 2010 appear on the report.

For processes, queues, document types, and drawers, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected.”

Item Aging Report by Queue Entry Date

The Item Aging Report by Queue Entry Date allows you to view the total number of workflow items in a queue for up to seven different defined aging intervals during the specified time period.

Details

For each selected workflow queue, you can view the selected users that routed items that fall into one of the aging periods into the queue or added items to the queue. You can define up to seven aging periods measured in days, hours, minutes, or seconds. For each user, the total number of workflow items in the queue during the defined aging period appears. Complete queues do not appear on the report.

The report is grouped by workflow queue. If any of the selected workflow processes includes super queues, only the sub queues associated with the super queue appear in the queue selection list. Totaling information for all workflow queues appears at the bottom of the report.

Parameters

When you run the report, you must specify the following parameters:

- Whether to report using the active workflow processes, the archived workflow, or both
- Workflow processes
- Whether to include complete queues
- Workflow queue types
- Workflow queues
• Whether to use a static or relative date range
  • If static, the queue entry date range and weekdays
  • If relative, the number of days, weeks, months, or years and the weekdays to include

• Users that routed items into or added the items to the selected queue

• Whether to measure aging periods in days, hours, minutes, or seconds

• Up to 6 aging periods

  When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

  When you specify the past number of days, the report includes any items added or routed in yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

  When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any items added or routed in within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all items that entered the queue during the week of May 5-11 and the week of April 28 - May 4.

  When you specify the past number of months, the report includes items added or routed in the last full calendar months specified, but it does not include any items that entered the queue within the current month. For example, if today is May 14, and you specify the last two months, the report includes all items that entered the queue between March 1 and April 30.

  When you specify the past number of years, the report includes any items added or routed in within the last complete calendar year, but no items from the current year. For example, if today is May 14, 2011, and you specify the last 2 years, items that entered the queue in 2009 and 2010 appear on the report.

When you define the aging periods, you determine what data appears on the report chart and list. The values aggregate to define how the aging periods appear on the report. For example, if you define the aging periods in days, the aging period entries work as follows:

• An entry of 5 in Aging period 1 appears as Less Than 5 Days on the report.

• An entry of 10 in Aging period 2 appears as Between 5 and 10 Days on the report.

• An entry of 15 in Aging period 3 appears as Between 10 and 15 Days on the report.

• An entry of 20 in Aging period 4 appears as Between 15 and 20 Days on the report.

• An entry of 25 in Aging period 5 appears as Between 20 and 25 Days on the report.

• An entry of 30 in Aging period 6 appears as Between 25 and 30 Days on the report and creates an additional aging period that appears as More Than 30 Days on the report.
You must complete all aging periods to run the report. If the aging periods overlap, the same item could appear more than once on the report. Sub queues for super queues are included in the work queue type. For workflow processes, queues, and users, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”.

![Graph showing aging report for queue usage data]
Project Queue Entry to First View

The Project Queue Entry to First View report allows you to determine the amount of time a workflow item associated with a project spent in a queue before it was viewed for the first time in that queue.

Details

For each user that added or routed an item to a queue, the report displays the total number of workflow items the user added or routed to the queues and the average, minimum, and maximum amount of time the item spent in the workflow queue before a user viewed it for the first time in that queue during the specified time period.

The Report Summary box displays the total number of items, average time, minimum time, and maximum time spent between queue entry and first viewing for all users that added or routed items in the specified time period. If any of the selected workflow processes includes super queues, only the sub queues associated with the super queue appear in the queue selection list.

This report includes the following charts:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Projects in Queue by Queue Entry Day</td>
<td>Displays the total number of project items that were added or routed to the selected queues on the selected days of the week in the specified interval. The columns represent the days of the week.</td>
</tr>
<tr>
<td>Total Projects in Queue by Item Priority</td>
<td>Displays the total number of project items that were added or routed to the selected queues with the selected workflow item priority. Each pie chart represents a different workflow item priority. The pie slices represent the workflow queues.</td>
</tr>
</tbody>
</table>

The list is grouped by workflow queue. Totaling information as well as a summary of the average, minimum, and maximum amount of time the items spent in the queue before the first viewing appears at the queue level. If only one item was routed to the queue, or if the same user routed all the items in queue in the specified period, the average, minimum, and maximum queue times appear the same. The maximum queue times are displayed in HH:MM:SS format. Average and minimum queue time is formatted HH:MM:SS.milliseconds.

Because an item can be added or routed to any number of queues within a given time period, the same workflow item might be represented in several queues on the report.

Parameters

When you run the report, you must specify the following parameters:

- Whether to use a static or relative date range
  - If static, the queue entry date range and weekdays
  - If relative, the number of days, weeks, months, or years and the weekdays to include
- Whether to report using the active workflow processes, the archived workflow, or both
- Workflow processes
- Whether to include complete queues
- Workflow queue types
- Workflow queues
- Project types
- Drawers
- Workflow item priorities

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any projects added or routed in yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any projects added or routed within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all projects that entered the queue during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes projects added or routed in the last full calendar months specified, but it does not include any projects added or routed within the current month. For example, if today is May 14, and you specify the last two months, the report includes all projects that entered the queue between March 1 and April 30.

When you specify the past number of years, the report includes any projects added or routed within the last complete calendar year, but no projects added or routed in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, projects that entered the queue in 2009 and 2010 appear on the report.

Sub queues for super queues are included in the work queue type. For workflow processes, workflow queues, project types, and drawers, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”. Select date range type is a cascade source for this prompt.

Projects Entering Queues per Hour
The Projects Entering Queues per Hour report allows you to view the hourly details of workflow items associated with a project added or routed to workflow queues in a given 24-hour period.

Details
This report is useful for determining the peak and off-peak hours of the day when project items are added or routed to workflow queues. For each selected queue, the report displays the users that added or routed project items to the queue and the hour of the day the items were routed.
This report includes the following charts:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Projects Entering Queues by Hour</td>
<td>Displays the total number of workflow items added or routed to the selected queues during the hour of the day. The columns represent the hours of the day. The column stacks represent the workflow queues.</td>
</tr>
<tr>
<td>High Priority Projects Added or Routed</td>
<td>Displays the number of workflow items with a high priority added or routed to any queue during an hour of the day. The gauge needles represent the hours of the day. This chart only appears if you include high priority items in the report parameters.</td>
</tr>
<tr>
<td>Normal Priority Projects Added or Routed</td>
<td>Displays the number of workflow items with a normal priority added or routed to any queue during an hour of the day. The gauge needles represent the hours of the day. This chart only appears if you include normal priority items in the report parameters.</td>
</tr>
<tr>
<td>Low Priority Projects Added or Routed</td>
<td>Displays the number of workflow items with a low priority added or routed to any queue during an hour of the day. The gauge needles represent the hours of the day. This chart only appears if you include low priority items in the report parameters.</td>
</tr>
</tbody>
</table>

The report is grouped by workflow queue. Totaling information appears at the hour and queue levels. Grand totaling information for all queues and all hours appears at the bottom of the report. If no workflow projects were added or routed in a given hour of the day, the hour does not appear on the report.

Parameters

When you run the report, you must specify the following parameters:

- Date for report
- Whether to report using the active workflow processes, the archived workflow, or both
- Workflow processes
- Whether to include complete queues
- Workflow queue types
- Workflow queues
- Project types
- Drawers
- Workflow item priorities

Sub queues for super queues are included in the work queue type. For workflow processes, queues, project types, and drawers, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”. 
Projects Remaining in Queue After Specified Interval

The Projects Remaining in Queue After Specified Interval report allows you to view the total number of items associated with projects that remain in the specified workflow queues after the defined number of days, hours, or minutes, or any combination of days, hours, and minutes.

Details

For each selected workflow queue, you can view the items that remain in the queue beyond the specified interval, measured in minutes, hours, and days. Deleted queues do not appear on the report.

The detail list displays all the workflow items that meet or exceed the defined interval and remain in the workflow queues you specified. For each workflow item, the list displays the following information:

- The queue the project is currently in
- The project ID and project name
- The date and time the project entered the workflow queue
- The number of seconds, minutes, hours, or days the project has been in the current queue and in workflow
- The date and time the project entered its current workflow state
- The current workflow state and the last action performed for the project
- The user who performed the last action for the project

The list is grouped by workflow queue. Totaling information for the number of remaining items appears below each group, as well as the average interval for the items in the queue and in workflow (in seconds, minutes, hours, or days).

This report includes the following charts:

<table>
<thead>
<tr>
<th>Chart Title</th>
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<tbody>
<tr>
<td>Total Projects in Queue by Current Status</td>
<td>Displays the total number of project items that exceed the specified interval within the selected queues along with the associated workflow state and last action performed for the item. The columns represent the selected workflow queues.</td>
</tr>
<tr>
<td>Top 10 Queue Project Totals by Processed User</td>
<td>Displays the 10 users with the highest number of project items that exceed the specified interval for which they performed the last action. The columns represent the users.</td>
</tr>
</tbody>
</table>
Because top 10 charts are calculated using a ranking system, if identical values exist in the top 10 rank, more than 10 values can appear on the charts. For example, if you selected 20 workflow queues, 15 of which have 50 items beyond the specified interval, 15 queues appear on the Top 10 Queue Item Totals by Processed User chart. Select date range type is a cascade source for this prompt.

Parameters
When you run the report, you must specify the following parameters:

- Whether to use a static or relative date range
  - If static, the queue entry date range and weekdays
  - If relative, the number of days, weeks, months or years and the weekdays to include
- Workflow processes
- Whether to include complete queues
- Workflow queue types
- Workflow queues
- Drawers
- Interval in days, hours, and minutes

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any projects added or routed in yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any projects added or routed in within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all projects that entered the queue during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes projects added or routed in the last full calendar months specified, but it does not include any projects added or routed in within the current month. For example, if today is May 14, and you specify the last two months, the report includes all projects that entered the queue between March 1 and April 30.

When you specify the past number of years, the report includes any projects added or routed in within the last complete calendar year, but no projects added or routed in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, projects that entered the queue in 2009 and 2010 appear on the report.

Sub queues for super queues are included in the work queue type. For workflow processes, workflow queues and drawers, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected.”
Projects Remaining in Workflow After Specified Interval

The Projects Remaining in Workflow After Specified Interval report allows you to view the total number of items associated with projects that remain in the specified workflow processes after the defined number of days, hours, or minutes, or any combination of days, hours, and minutes.

Details

For each selected workflow process, you can view the number of items that remain in workflow beyond the specified interval, measured in minutes, hours, and days. Queues that have been deleted but remain in the recycle bin do not appear on the report.

The detail list displays all the workflow items that meet or exceed the defined interval and remain in the workflow processes you specified. For each workflow item, the list displays the following information:

- The workflow process and queue the project is currently in
- The project ID and project name
- The date and time the project was added to workflow
- The number of seconds, minutes, hours, or days the project has been in workflow and the current queue
- The date and time the project entered its current workflow state
- The current workflow state and the last action performed for the project
- The user who performed the last action for the project

The list is grouped by workflow process and queue. Totaling information for the number of remaining items appears below each queue and workflow process, as well as the average interval for the items in the queue and in workflow.
This report includes the following charts:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Projects in Workflow by Current Status</td>
<td>Displays the total number of project items that exceed the specified interval within the selected processes along with the associated workflow state and last action performed for the item. The columns represent the selected workflow processes.</td>
</tr>
<tr>
<td>Top 10 Workflow Project Totals by Processed User</td>
<td>Displays the 10 users with the highest number of project items that exceed the specified interval for which they performed the last action. The columns represent the users.</td>
</tr>
</tbody>
</table>

Because top 10 charts are calculated using a ranking system, if identical values exist in the top 10 rank, more than 10 values can appear on the charts. For example, if you selected 20 workflow processes, 15 of which have 50 items beyond the specified interval, 15 queues appear on the Top 10 Workflow Project Totals by Processed User chart.

**Parameters**

When you run the report, you must specify the following parameters:

- Whether to use a static or relative date range
  - If static, the added to workflow date range and weekdays
  - If relative, the number of days, weeks, months, or years and the weekdays to include

- Workflow processes
- Whether to include complete queues
- Workflow queue types
- Workflow queues
- Drawers
- Interval in days, hours, and minutes

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any projects added to workflow yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any projects added within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all projects added to workflow during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes projects added in the last full calendar months specified, but it does not include any projects added within the current month. For example, if today is May 14, and you specify the last two months, the report includes all projects added to workflow between March 1 and April 30.

When you specify the past number of years, the report includes any projects added within the last complete calendar year, but no projects added in the current year. For example, if today is May
14, 2011, and you specify the last 2 years, projects added to workflow in 2009 and 2010 appear on the report.

Sub queues for super queues are included in the work queue type. For workflow processes, workflow queues and drawers, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected.”
Queue Cycle Time for Documents

The Queue Cycle Time for Documents report allows you to view detail information about items associated with documents that were routed out of the selected queues during the specified time period.

Details

For each queue you select, the report displays the total number of items that were routed out of the queue during the specified time period, the user that routed the item out of the queue, as well as the average, minimum, and maximum amount of time the items spent in the queue.

The Report Summary list displays the total number of items that were routed out of all selected queues during the specified time period as well as the average, minimum, and maximum amount of time the items spent in the queues. If any of the selected workflow processes includes super queues, only the sub queues associated with the super queue appear in the queue selection list. Complete queues do not appear on the report.

This report includes the following charts:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documents Routed Out by Weekday</td>
<td>Displays the total number of document items that were routed out of the selected queues on the selected days of the week in the specified interval. The columns represent the days of the week.</td>
</tr>
<tr>
<td>Documents Routed Out by Workflow Process</td>
<td>Displays the total number of documents items that were routed out of the selected queues in the selected workflow processes in the specified interval. The columns represent the workflow processes.</td>
</tr>
<tr>
<td>Documents Routed Out by Item Priority</td>
<td>Displays the total number of items that were routed out of the selected queues with the selected workflow item priority. Each pie chart represents a different workflow item priority. The pie slices represent the workflow queues.</td>
</tr>
</tbody>
</table>

The list is grouped by workflow queue. Totaling information as well as a summary of the average, minimum, and maximum amount of time the items spent in the queue appears at the queue level. If only one item was routed out of the queue, or if the same user routed all the items in queue in the specified period, the average, minimum, and maximum queue times appear the same. The average and maximum queue times are displayed in HH:MM:SS format. Minimum queue time is formatted HH:MM:SS.milliseconds.

Because an item can be routed between many queues in a given time period, the same workflow item might be represented in several queues on the report. If an item is deleted, archived, or removed from workflow, it does not appear on the report.
Parameters

When you run the report, you must specify the following parameters:

- Whether to use a static or relative date range
  - If static, the routed out date range and weekdays
  - If relative, the number of days, weeks, months, or years and the weekdays to include
- Whether to report using the active workflow processes, the archived workflow, or both
- Workflow processes
- Whether to include complete queues
- Workflow queue types
- Workflow queues
- Document types
- Drawers
- Workflow item priorities

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any documents routed out yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any documents routed within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all documents routed forward during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes documents routed out in the last full calendar months specified, but it does not include any documents routed within the current month. For example, if today is May 14, and you specify the last two months, the report includes all documents routed forward between March 1 and April 30.

When you specify the past number of years, the report includes any documents routed out within the last complete calendar year, but no documents routed in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, documents routed forward in 2009 and 2010 appear on the report.

Sub queues for super queues are included in the work queue type. For processes, queues, document types, and drawers, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads "Greater than 15 selected".
Queue Cycle Time for Projects

The Queue Cycle Time for Projects report allows you to view detail information about items associated with a project that were routed out of the selected queues during the specified time period.

Details

For each queue you select, the report displays the total number of items that were routed out of the queue during the specified time period, the user that routed the item out of the queue, as well as the average, minimum, and maximum amount of time the items spent in the queue.

The Report Summary list displays the total number of items that were routed out of all selected queues during the specified time period as well as the average, minimum, and maximum amount of time the items spent in the queues. If any of the selected workflow processes includes super queues, only the sub queues associated with the super queue appear in the queue selection list. Complete queues do not appear on the report.

This report includes the following charts:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Projects Routed Out by Weekday</td>
<td>Displays the total number of project items that were routed out of the selected queues on the selected days of the week in the specified interval. The columns represent the days of the week.</td>
</tr>
<tr>
<td>Projects Routed Out by Workflow Process</td>
<td>Displays the total number of project items that were routed out of the selected queues in the selected workflow processes in the specified interval. The columns represent the workflow processes.</td>
</tr>
<tr>
<td>Projects Routed Out by Item Priority</td>
<td>Displays the total number of project items that were routed out of the selected queues with the selected workflow item priority. Each pie chart represents a different workflow item priority. The pie slices represent the workflow queues.</td>
</tr>
</tbody>
</table>

The list is grouped by workflow queue. Totaling information as well as a summary of the average, minimum, and maximum amount of time the items spent in the queue appears at the queue level. If only one item was routed out of the queue, or if the same user routed all the items in queue in the specified period, the average, minimum, and maximum queue times appear the same. The average and maximum queue times are displayed in HH:MM:SS format. Minimum queue time is formatted HH:MM:SS.milliseconds.

Because an item can be routed between many queues in a given time period, the same workflow item might be represented in several queues on the report. If an item is deleted, archived, or removed from workflow, it does not appear on the report.
Parameters

When you run the report, you must specify the following parameters:

- Whether to use a static or relative date range
  - If static, the routed out date range and weekdays
  - If relative, the number of days, weeks, hours, or years and the weekdays to include
- Whether to report using the active workflow processes, the archived workflow, or both
- Workflow processes
- Whether to include complete queues
- Workflow queue types
- Workflow queues
- Project types
- Drawers
- Workflow item priorities

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any projects routed out yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any projects routed within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all projects routed forward during the week of May 5-11 and the week of April 28 - May 4.

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When you specify the past number of years, the report includes any projects routed out within the last complete calendar year, but no projects routed in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, projects routed forward in 2009 and 2010 appear on the report.

Sub queues for super queues are included in the work queue type. For processes, queues, project types, and drawers, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads "Greater than 15 selected".
Total Queue Time from Document First View to Route Out

The Total Queue Time from Document First View to Route Out report evaluates the amount of time elapsed from the first time a workflow item associated with a document was viewed in a queue to the time when the item was routed out of the queue.

Details

For each selected workflow queue, the report displays the users routed items out of the queue, the number of items the users routed within the specified time period, and the average, minimum, and maximum amount of elapsed time between the first time the item in the queue was viewed by a user and the time the item was routed out of the queue.

Users that routed items out of queues that were not viewed while in the queue do not appear on the report. Items recalled or deleted from workflow do not appear on the report. Because users can route items between any number of queues within the specified time period, the same workflow item may appear multiple times.

This report includes the following charts:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documents Routed Out of Queues by Weekday</td>
<td>Displays the total number of document items that were viewed then routed out of the selected queues on the selected days of the week. The column stacks represent the workflow queues.</td>
</tr>
<tr>
<td>Documents Routed Out of Queues by Process</td>
<td>Displays the total number of document items that were viewed then routed out of the selected queues on the selected days of the week. The columns represent the workflow processes selected.</td>
</tr>
<tr>
<td>Documents Routed Out of Queues by Priority</td>
<td>Displays the total number of document items that were viewed then routed out of the selected queues with the selected workflow item priority. Each pie chart represents a different workflow item priority. The pie slices represent the workflow queues.</td>
</tr>
</tbody>
</table>

The list is grouped by workflow queue. Totaling information as well as a summary of the average, minimum, and maximum amount of time the items spent between first viewing and routing. If only one item was routed out of the queue, or if the same user routed all the items out of a queue in the specified period, the average, minimum, and maximum queue times appear the same. The average and maximum queue times are displayed in HH:MM:SS format. Minimum queue time is formatted HH:MM:SS.milliseconds.

The Report Summary box displays the total number of items viewed then routed out of all queues within the specified time period. It also displays the average, minimum, and maximum elapsed time for all queues.
Parameters

When you run the report, you must specify the following parameters:

- Whether to use a static or relative date range
  - If static, the routed out date range and weekdays
  - If relative, the number of days, weeks, months, or years and the weekdays to include
- Whether to report using the active workflow processes, the archived workflow, or both
- Workflow processes
- Whether to include complete queues
- Workflow queue types
- Workflow queues
- Document types
- Drawers
- Workflow item priorities

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

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Sub queues for super queues are included in the work queue type. For workflow processes, workflow queues, document types, and drawers, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads "Greater than 15 selected".
Total Queue Time from Project First View to Route Out

The Total Queue Time from Project First View to Route Out report evaluates the amount of time elapsed from the first time a workflow item associated with a project was viewed in a queue to the time when the item was routed out of the queue.

Details

For each selected workflow queue, the report displays the users routed items out of the queue, the number of items the users routed within the specified time period, and the average, minimum, and maximum amount of elapsed time between the first time the item in the queue was viewed by a user and the time the item was routed out of the queue.

Users that routed items out of queues that were not viewed while in the queue do not appear on the report. Items recalled or deleted from workflow do not appear on the report. Because users can route items between any number of queues within the specified time period, the same workflow item may appear multiple times.

This report includes the following charts:

<table>
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<tr>
<th>Chart Title</th>
<th>Function</th>
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</thead>
<tbody>
<tr>
<td>Projects Routed Out of Queues by Weekday</td>
<td>Displays the total number of project items that were viewed then routed out of the selected queues on the selected days of the week. The column stacks represent the workflow queues.</td>
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</tr>
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<td>Projects Routed Out of Queues by Priority</td>
<td>Displays the total number of project items that were viewed then routed out of the selected queues with the selected workflow item priority. Each pie chart represents a different workflow item priority. The pie slices represent the workflow queues.</td>
</tr>
</tbody>
</table>

The list is grouped by workflow queue. Totaling information as well as a summary of the average, minimum, and maximum amount of time the items spent between first viewing and routing. If only one item was routed out of the queue, or if the same user routed all the items out of a queue in the specified period, the average, minimum, and maximum queue times appear the same. The average and maximum queue times are displayed in HH:MM:SS format. Minimum queue time is formatted HH:MM:SS.milliseconds.
The Report Summary box displays the total number of items viewed then routed out of all queues within the specified time period. It also displays the average, minimum, and maximum elapsed time for all queues.

**Parameters**

When you run the report, you must specify the following parameters:

- Whether to use a static or relative date range
  - If static, the routed out date range and weekdays
  - If relative, the number of days, weeks, months, or years and the weekdays to include
- Whether to report using the active workflow processes, the archived workflow, or both
- Workflow processes
- Whether to include complete queues
- Workflow queue types
- Workflow queues
- Project types
- Drawers
- Workflow item priorities

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any projects routed out yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any projects routed within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all projects routed forward during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes projects routed out in the last full calendar months specified, but it does not include any projects routed within the current month. For example, if today is May 14, and you specify the last two months, the report includes all projects routed forward between March 1 and April 30.

When you specify the past number of years, the report includes any projects routed out within the last complete calendar year, but no projects routed in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, projects routed forward in 2009 and 2010 appear on the report.

Sub queues for super queues are included in the work queue type. For workflow processes, workflow queues, project types, and drawers, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected.”
Workflow Cycle Time by Document Type

The Workflow Cycle Time by Document Type report displays the workflow statistics for items that were added to workflow, finished all queue processing, and entered a complete queue within the specified time period.

Details

For each document type, the report lists the number of items that completed the workflow cycle as well as the average, minimum, and maximum processing time for the item type. The Report Summary box lists the workflow cycle statistics for all selected document and project types.

This report includes the following chart:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Items Processed by Document Type</td>
<td>Displays the total number of documents that entered workflow, finished queue processing, and entered a complete queue within the specified time period. The columns represent the document type.</td>
</tr>
</tbody>
</table>

Only document types that had items complete their workflow cycles appear on the report. The average and maximum queue times are displayed in HH:MM:SS format. Minimum queue time is formatted HH:MM:SS.milliseconds.

Parameters

When you run the report, you must specify the following parameters:

- Whether to use a static date range or a relative date range
  - For static, the added to workflow date range and weekdays
  - For relative, the number of days, weeks, months, or years and the weekdays to include
- Whether to report using the active workflow processes, the archived workflow, or both
- Document types
- Drawers
- Workflow item priorities

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.
When you specify the past number of days, the report includes any documents added to workflow yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any documents added to workflow within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all documents added to workflow during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes documents added to workflow in the last full calendar months specified, but it does not include any documents added to workflow within the current month. For example, if today is May 14, and you specify the last two months, the report includes all documents added to workflow between March 1 and April 30.

When you specify the past number of years, the report includes any documents added to workflow within the last complete calendar year, but no documents added to workflow the current year. For example, if today is May 14, 2011, and you specify the last 2 years, documents added to workflow in 2009 and 2010 appear on the report.

For document types and drawers, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”.

***Workflow Cycle Time by Project Type***

The Workflow Cycle Time by Project Type report displays the workflow statistics for items that were added to workflow, finished all queue processing, and entered a complete queue within the specified time period.

**Details**

For each project type, the report lists the number of items that completed the workflow cycle as well as the average, minimum, and maximum processing time for the item type. The Report Summary box lists the workflow cycle statistics for all selected project types.

This report includes the following chart:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Items Processed by Project Type</td>
<td>Displays the total number of workflow items that entered workflow, finished queue processing, and entered a complete queue within the specified time period. The columns represent the document or project type.</td>
</tr>
</tbody>
</table>
Only project types that had items complete their workflow cycles appear on the report. The average and maximum queue times are displayed in HH:MM:SS format. Minimum queue time is formatted HH:MM:SS.milliseconds.

**Parameters**

When you run the report, you must specify the following parameters:

- Whether to use a static or relative date range
  - If static, the added to workflow date range and weekdays
  - If relative, the number of days, weeks, months, or years and the weekdays to include
- Whether to report using the active workflow processes, the archived workflow, or both
- Project types
- Drawers
- Workflow item priorities

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any projects added to workflow yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any projects added to workflow within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all projects added to workflow during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes projects added to workflow in the last full calendar months specified, but it does not include any projects added to workflow within the current month. For example, if today is May 14, and you specify the last two months, the report includes all projects added to workflow between March 1 and April 30.

When you specify the past number of years, the report includes any projects added to workflow within the last complete calendar year, but no projects added to workflow the current year. For example, if today is May 14, 2011, and you specify the last 2 years, projects added to workflow in 2009 and 2010 appear on the report.

For project types and drawers, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”.

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Workflow Document Time on Hold

The Workflow Document Time on Hold report allows you to view the total number of workflow items associated with documents placed on hold during the specified time period and the amount of time the items were on hold.

Details

For each user that places a hold on a workflow item, the report displays the total number of workflow items the user put on hold and the average, minimum, and maximum hold time for all the items the user put on hold within the specified time period.

The Report Summary box displays the total number of items, average hold time, minimum hold time, and maximum hold time for all users that placed holds on items in the specified time period. Items not placed on hold do not appear on the report. If any of the selected workflow processes includes super queues, only the sub queues associated with the super queue appear in the queue selection list.

If multiple users place a hold on the same workflow item while it is in the same queue, the Average Hold Time applies to the user who last placed the item on hold, and the value in the Average Hold Time column appears as the total hold time for all users who placed the item on hold while it was in the queue instead of an average.

If a user placed a hold on an item and routed it to another queue without removing the hold, the workflow item status automatically changes from “On Hold” to “Idle”.

This report includes the following charts:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Documents Placed on Hold by User</td>
<td>Displays the total number of document items put on hold according to the user that placed the hold.</td>
</tr>
<tr>
<td>Top 10 Average Document Hold Times by User</td>
<td>Displays the 10 users that placed a hold on document items with the highest average time on hold.</td>
</tr>
</tbody>
</table>

Because top 10 charts are calculated using a ranking system, if identical values exist in the top 10 rank, more than 10 values can appear on the charts. For example, if twelve workflow items were put on hold at the same time and stay on hold longer than any other on hold items, the chart includes 12 columns.
Parameters

When you run the report, you must specify the following parameters:

- Whether to use a static or relative date range
  - If static, the queue entry date range and weekdays
  - If relative, the number of days, weeks, months, or years and the weekdays to include
- Workflow processes
- Workflow queue types
- Workflow queues
- Document types
- Drawers
- Workflow item priorities
- Whether to display the average hold time in days, minutes, hours, or seconds on the report chart

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any documents added or routed in yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any documents added or routed in within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all documents that entered the queue during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes documents added or routed in the last full calendar months specified, but it does not include any documents added or routed in within the current month. For example, if today is May 14, and you specify the last two months, the report includes all documents that entered the queue between March 1 and April 30.

When you specify the past number of years, the report includes any documents added or routed in within the last complete calendar year, but no documents added or routed in the current year. For example, if today is May 14, 2011, and you specify the last 2 years, documents that entered the queue in 2009 and 2010 appear on the report.

Sub queues for super queues are included in the work queue type. For workflow processes, workflow queues, document types, and drawers, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”.

Workflow Project Time on Hold

The Workflow Project Time on Hold report allows you to view the total number of workflow items associated with projects placed on hold during the specified time period and the amount of time the items were on hold.

Details

For each user that places a hold on a workflow item, the report displays the total number of workflow items the user put on hold and the average, minimum, and maximum hold time for all the items the user put on hold within the specified time period.

The Report Summary box displays the total number of items, average hold time, minimum hold time, and maximum hold time for all users that placed holds on items in the specified time period. Items not placed on hold do not appear on the report. If any of the selected workflow processes include super queues, only the sub queues associated with the super queue appear in the queue selection list.

If multiple users place a hold on the same workflow item while it is in the same queue, the Average Hold Time applies to the user who last placed the item on hold, and the value in the Average Hold Time column appears as the total hold time for all users who placed the item on hold while it was in the queue instead of an average.

If a user placed a hold on an item and routed it to another queue without removing the hold, the workflow item status automatically changes from “On Hold” to “Idle”.

This report includes the following charts:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Projects Placed on Hold by User</td>
<td>Displays the total number of workflow items put on hold according to the user that placed the hold.</td>
</tr>
<tr>
<td>Top 10 Average Project Hold Times by User</td>
<td>Displays the 10 users that placed a hold on workflow items with the highest average time on hold.</td>
</tr>
</tbody>
</table>

Because top 10 charts are calculated using a ranking system, if identical values exist in the top 10 rank, more than 10 values can appear on the charts. For example, if twelve workflow items were put on hold at the same time and stay on hold longer than any other on hold items, the chart includes 12 columns.
Parameters

When you run the report, you must specify the following parameters:

- Whether to use a static or relative date range
  - If static, the queue entry date range and weekdays
  - If relative, the number of days, weeks, months, or years and the weekdays to include
- Workflow processes
- Workflow queue types
- Workflow queues
- Project types
- Drawers
- Workflow item priorities
- Whether to display the average hold time in days, minutes, hours, or seconds on the report chart

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report. If you enter 0, no data appears.

When you specify the past number of days, the report includes any projects added or routed in yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any projects added or routed in within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all projects that entered the queue during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes projects added or routed in the last full calendar months specified, but it does not include any projects added or routed in within the current month. For example, if today is May 14, and you specify the last two months, the report includes all projects that entered the queue between March 1 and April 30.

When you specify the past number of years, the report includes any projects added or routed in within the last complete calendar year, but no projects added or routed in the current year. For example, if today is May 14, 2011, and you specify the last two years, projects that entered the queue in 2009 and 2010 appear on the report.

Sub queues for super queues are included in the work queue type. For workflow processes, workflow queues, project types, and drawers, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”.

Workflow Queue Reconciliation

The Workflow Queue Reconciliation report allows you to view a summary of the queue activity within a specified time period.

Details

For each selected workflow queue, the report displays the number of items that were in the workflow queue at the beginning of the specified time period, the number of items that were routed into the queue and routed out of the queue during the specified time period, and the number of items in the queue at the end of the specified time period.

This report includes one chart.

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Starting and Ending Item Count</td>
<td>Displays the number of items in the queue at the start of the specified time period versus the number of items in the queue at the end of the specified time period.</td>
</tr>
</tbody>
</table>

If no items were routed in or out of the queue during the specified time period, the Items at Start and Items at End column values are identical and the Items Routed In and Items Routed Out columns display zero values.
Parameters

When you run the report, you must specify the following parameters:

- Whether to report using the active workflow processes, the archived workflow, or both
- Workflow processes
- Whether to include complete queues
- Workflow queue types
- Workflow queues
- Whether to use a static or relative date range
  - If static, the queue activity date range
  - If relative, the number of queue activity days, weeks, months, or years

When you use a static date range, you can specify the calendar date range to include on the report. When you use a relative date range, you can specify the number of past days, weeks, months, or years to include on the report.

When you specify the past number of days, the report includes any workflow queue activity yesterday and the number of past days specified. For example, if today is Wednesday, May 14 at 2:00 PM, and you specify to run the report for the past seven days, the report returns data for May 7 - May 13.

When you specify the past number of weeks, the report includes the last full week (from Sunday to Saturday) in the number of past weeks specified, but it does not include any queue activity within the current week. For example, if today is Wednesday, May 14, and you specify the last two weeks, the report includes all queue activity during the week of May 5-11 and the week of April 28 - May 4.

When you specify the past number of months, the report includes queue activity in the last full calendar months specified, but it does not include any queue activity within the current month. For example, if today is May 14, and you specify the last two months, the report includes all queue activity between March 1 and April 30.

When you specify the past number of years, the report includes any queue activity within the last complete calendar year, but no queue activity within the current year. For example, if today is May 14, 2011, and you specify the last 2 years, queue activity in 2009 and 2010 appear on the report.

Sub queues for super queues are included in the work queue type. For workflow processes and workflow queues, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads “Greater than 15 selected”.
Workflow Queue Snapshot

The Workflow Queue Snapshot report allows you to view a high-level picture of the number of items currently in workflow processes and queues as well as their associated workflow item states.

Details

For each workflow queue, the report displays the total number of items in the queue and a breakdown of the items that have the following workflow item states:

- Idle
- Working
- On hold
- Pending
- Complete

The list is grouped by workflow process. The totaling information for the total number of workflow items in each queue as well as the number of items with each of the above workflow states appears below each selected workflow process. Deleted queues do not appear on the report.
This report includes the following charts:

<table>
<thead>
<tr>
<th>Chart Title</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Items in Workflow by Queue</td>
<td>Displays the total number of workflow items in each selected workflow queue.</td>
</tr>
<tr>
<td>Items in Workflow by Workflow Item State</td>
<td>Displays the number of tasks in each selected workflow process according to the current workflow item state.</td>
</tr>
</tbody>
</table>

**Parameters**

When you run the report, you must specify the following parameters:

- Whether to display workflow queues with no workflow items
- Workflow processes
- Whether to include complete queues
- Workflow queue types
- Workflow queues

Sub queues for super queues are included in the work queue type. For workflow processes and queues, if you select 15 or fewer values, the selected values appear in the Report Parameters box on the report. If you select more than 15 values, this box reads "Greater than 15 selected".

![Chart Example](image.png)
Best Practices

When running and scheduling reports, we recommend the following best practices:

- Never select more than 1,000 values for a single report run. For example, if you select 500 users and 500 queues when running a report, the report run might fail.
- Configure your auditing templates and your audit log format prior to running and scheduling reports.
- For increased portability, configure your schedules to create instances of reports in all output formats you use.
- Schedule reports to run during non-peak processing hours.
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