

# 5.2 Report Templates

## Bright Pattern Documentation

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# Purpose

The Bright Pattern Contact Center *Reporting Reference Guide* describes the reports available out of the box with the Bright Pattern Contact Center solution. These reports contain key performance indicators for the main contact center resources, such as agents, agent teams, services, and scenarios.

The guide also explains how to interpret campaign results, search for interaction records, and review associated call recordings and chat transcripts.

# Purpose

The Bright Pattern Contact Center *Reporting Database Specification* describes the historical data that is collected and stored in the Reporting Database, also known as DB2. This database contains detailed records about interactions and agent activities as well as many pre-aggregated statistical values.

**Note:** The Reporting Database tables that are not documented in this guide are for internal use only.

The data collected in the Reporting Database is used for generating the out-of-the-box Bright Pattern Contact Center reports. The reports have been developed using TIBCO JasperSoft Studio, an Eclipse-based report designer for JasperReports and JasperReports Server. For information about these reports, see the Bright Pattern Contact Center [Reporting Reference Guide](#).

## Creating Custom Reports with TIBCO JasperSoft Studio

You can use any SQL-based reporting application to create your custom reports. However, using JasperSoft Studio for custom report creation offers the following advantages:

- You can generate and view such custom reports directly in the Contact Center Administrator application in the same way that you generate and view the out-of-the-box reports. For more information, see section [Report Templates](#) of the Bright Pattern Contact Center *Contact Center Administrator Guide*.
- You can reuse the available out-of-the-box report templates to create new reports and make modifications only where necessary. The Bright Pattern Contact Center [Custom Reporting Tutorial](#) explains how to configure JasperSoft Studio for creating custom Bright Pattern Contact Center reports and how to reuse the out-of-the-box report templates.

**Note:** JasperSoft has two different tools for report development: iReport Designer and JasperSoft Studio. Only JasperSoft Studio is supported as the tool for the creation of custom report templates for your Bright Pattern Contact Center solution.

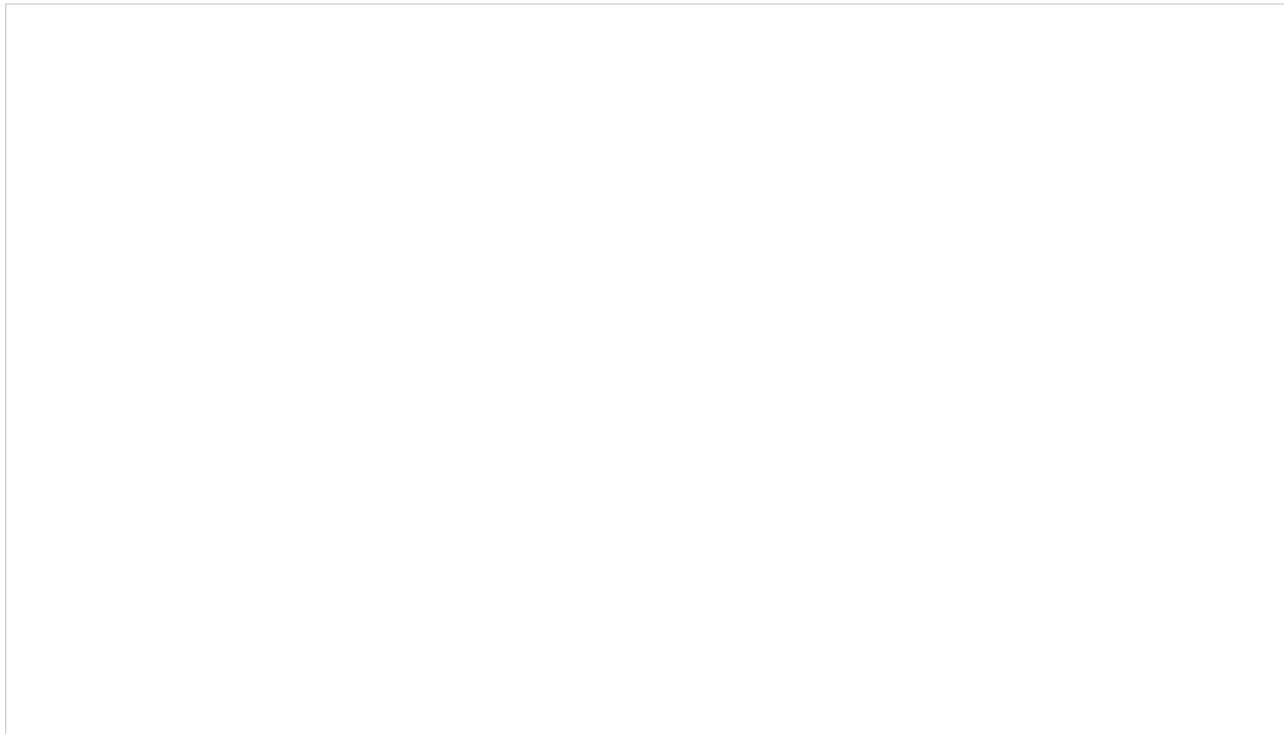
## Creating Custom CSV Exports Using BFXML Templates

To export a large amount of data from the Reporting Database in CSV format, *bpxml* report templates can be used. For more information, see the *Custom Reporting Tutorial*, section [Customizing BFXML Report Templates](#).

# Purpose

The *Bright Pattern Contact Center Custom Reporting Tutorial* explains how you can create custom report templates for your Bright Pattern Contact Center solution.

The first two sections of this tutorial describe how to configure the TIBCO JasperSoft Studio application to customize report templates. The last section describes an alternative way to export custom data sets from the Reporting Database in CSV format using BPXML templates.



Customizing report templates in JasperSoft Studio

## Additional Information

The following resources are recommended as a starting point for learning the Jasper Reports syntax and the JasperSoft Studio visual editor:

<http://community.jaspersoft.com/wiki/jaspersoft-studio-tutorials-archive>

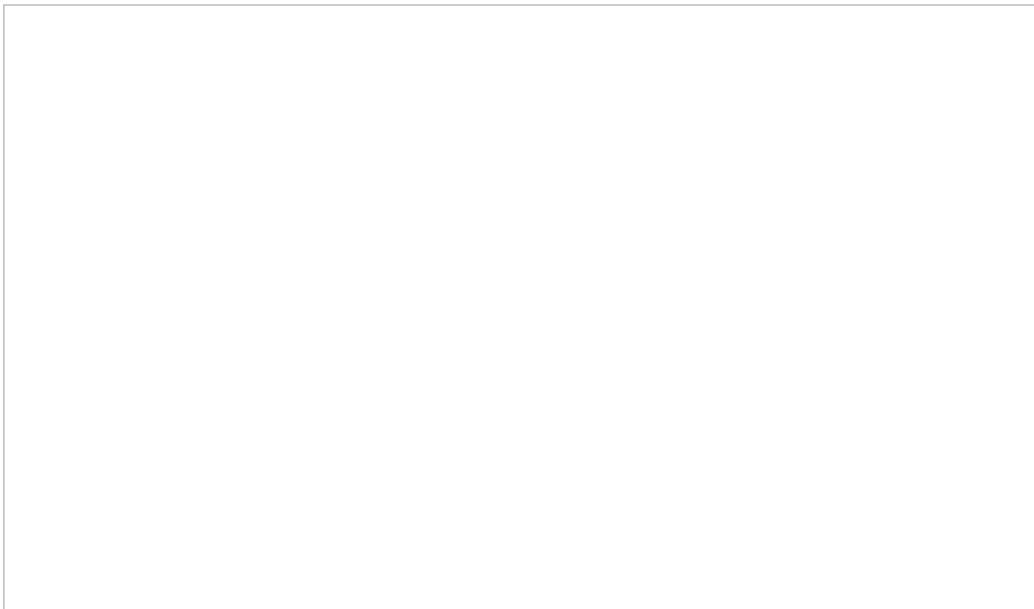
**Note:** JasperSoft has two different tools for report development: iReport Designer and JasperSoft Studio. Only JasperSoft Studio is supported as the tool for the creation of custom report templates for your Bright Pattern Contact Center solution.

# Overview

Bright Pattern Contact Center version 3.16 and later provides the capability to export a large volume of data as a CSV report. This capability is generally used for detailed tables such as agent\_activity and call\_detail (see our out-of-the-box CSV reports: [Agent Activity \(CSV\)](#) and [Call Detail \(CSV\)](#)). These report templates are in a new format called BXML, and such files have the file extension *.bxml*.

You can create CSV reports for any report template type, not just the out-of-the-box report templates described above.

Unlike report templates in JXML format, report templates in BXML format are not customized in JasperSoft Studio. Designed to be simpler to edit, BXML report templates are worked in the plain text editor of your choice. Essentially, a BXML report template is an XML file with special headers and SQL statements that retrieve the specified data and place it in the CSV file.



Agent Activity (CSV) report template

In the sections that follow, you will learn how to download and modify BXML files to create custom CSV reports.

See the *Contact Center Administrator Guide* for more information on [report templates](#).

