

Custom Reporting FAQ

This section addresses common questions relating to requests for custom reporting in NocTel Insight.

Submit your request to NocTel Insight Support with your requirements. NocTel Insight support engineers and developers will review your request and provide a preliminary assessment of whether or not your request can be fulfilled. Generally, any requests for custom reporting which include data external from NocTel or from a NocTel service your organization does not subscribe to will be denied.

If qualified for implementation, NocTel Insight developers will contact you in regard to implementation timeline, definition of deliverables, and maintenance terms. Your custom report request will not be implemented without Account Owner approval. The custom report will be billed on an hourly basis and invoiced upon delivery. In the event your custom report is later qualified as a standard report you will be credited for the cost of implementation.

Column names in NocTel Insight reports generally will not be renamed unless requested by many customer organizations. If your organization cannot suffice with exporting the report data and renaming the columns in question in Excel, you may submit a custom reporting request. We do not recommend submitting a custom reporting request to change column names as it will incur a maintenance cost whenever maintenance to working logic of the report itself must be performed. Alternatively, you may request the column name change and eschew maintenance terms - the report will be delivered as is without updates or fixes to logic errors or changes in column (metric) calculations.

It does. For example, if your organization has an allotted 20 hours of support engineering hours per month a custom report may occupy 8 hours. This would leave your organization with 12 remaining engineering hours before hours would be invoiced.