Pending Requests Report

WS-QST-001 Pending Requests

This is a workspace-style report to allow a user to report on Pending Requests from a variety of perspectives.

Global Settings Tab

The far-right widget on the Global Settings screen provides information about the prompts on that page. Note that each prompt widget has a title (such as WP-INCIDENT-002 Incident GACC/Incident Dispatch/Incident). The prompt instructions list the title of the prompt widgets and additional information about how that widget is used.
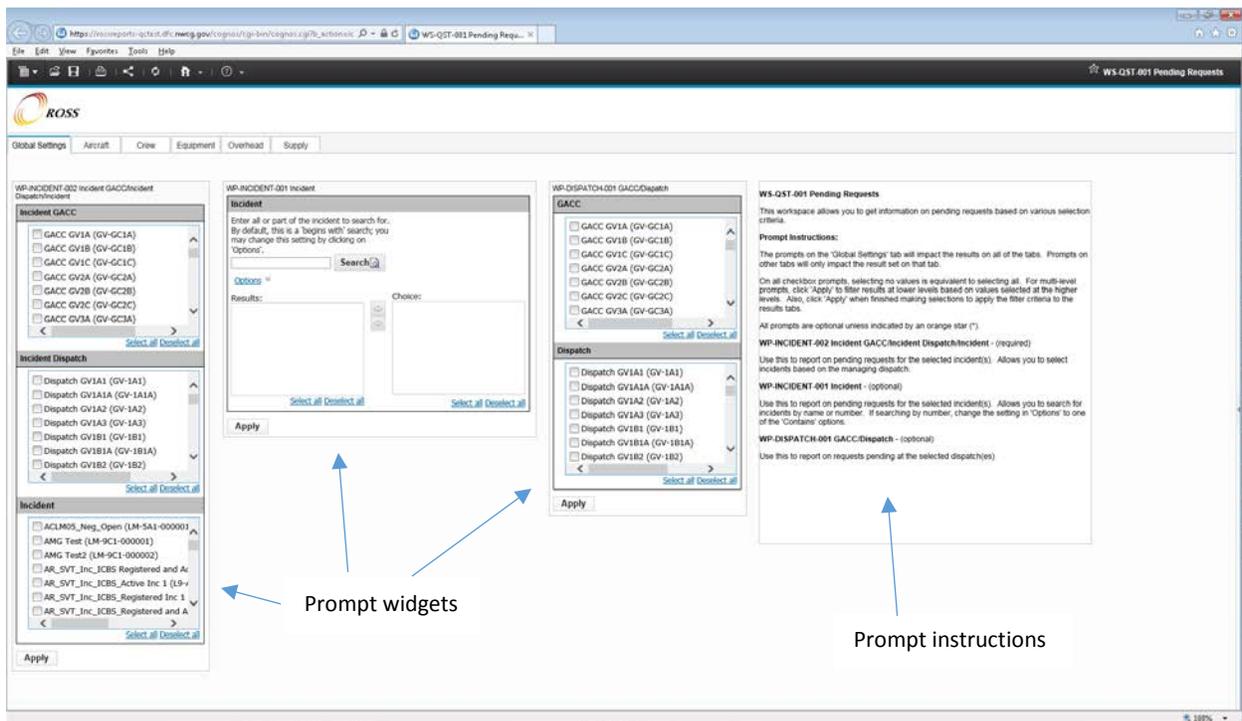

Figure 1; Global Settings workspace window

Results Tabs

There is a separate results tab for each catalog. Further refinements can be made on the results tabs to show results only for specific categories or catalog items.

A key thing to note for this report is that it will only display the parent requests.

Scrolling

In most cases, the contents of the results widget will exceed the size of your window. Your IE window will have some scroll bars, and the widget will have some scroll bars as well and it can be tricky to maneuver. The easiest way to resolve this is to click in the results widget, click on the 'Maximize this Widget' icon on the right side of the widget toolbar (note, you may have to use the scroll bar at the bottom of your window to scroll across to see the icon). Now the window scroll bars will work as

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expected. If you need to get back to the filter on that page, simply click on 'Restore this Widget' at the top right of the widget toolbar.

Sorting

The results on the results tab are not sorted in any way. You can sort the results as you like by clicking on the column header and clicking on the up-down arrow icon next to the column name. The first time you click, it will sort it in ascending order. The second time you click, it will sort in descending order. Clicking it a third time will remove the sort.

Alternatively, clicking on the column header (or anywhere in the results widget) will raise up a toolbar. You can click on the sort icon to choose the type of sort you would like, or to remove a sort.

Sorts are applied cumulatively. If you sort on the 'Incident' column and then apply a sort on the 'Catalog Item Name' column, the results will sort first by Incident, then by Catalog Item Name. You can apply as many levels of sorting as you would like.

Note: If you sort on 'Req Number', it will sort it alphabetically. That means you may see things like A-1, A-10, A-11, A12, A-2, A-3, etc. To get the request numbers to sort numerically, there is a column at the far right side of the results widget called 'Req Number Sort Key'. Apply the sort to this column rather than 'Req Number' and your 'Req Number' results will sort as desired.

In the upper-left corner of the widget's first column, there is a small filter/sort icon. Clicking on that will show you information about your sort and filter criteria that have been applied to the results. You can also remove sort criteria here by selecting the sort criteria and then clicking the red 'x' to the right of it.
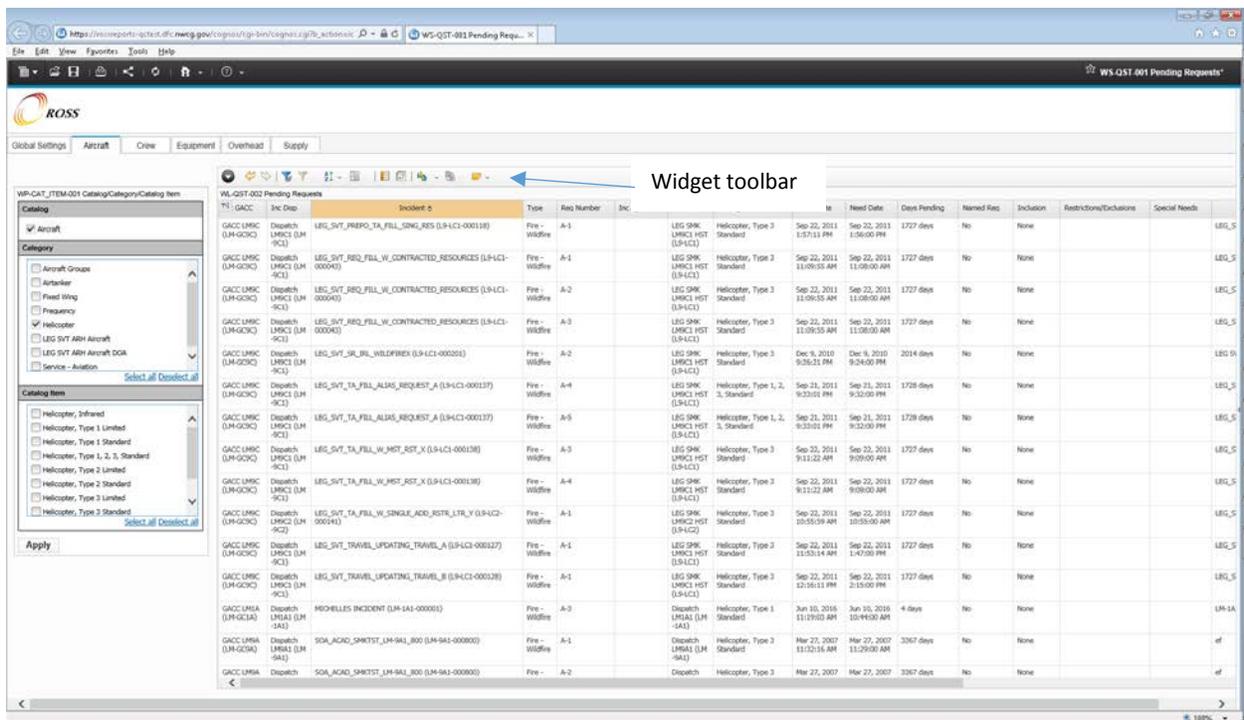

Figure 2; Aviation workspace window

Filtering

Additional basic filtering can be done on the columns of the result set by clicking on a cell that you want to use as a filter criteria. For instance, suppose you wanted to see only requests that had been pending more than 2 days. You would click on a cell in the 'Days Pending' column that had a value of '2 days', click the filter icon in the widget toolbar and select the option for '> 2 days'. The options that you have for filtering will depend on the type of data in the cell you select. You can apply multiple filters to continue to narrow your results down.

Filters can be removed by clicking on the filter/sort icon at the top left corner of the first column, selecting the filter you want to remove, and clicking on the red x to the right of it.

Filters applied via the prompt widgets will show a lock symbol and can only be removed by de-selecting that choice in the prompt widget.

Column Order

The order of the columns in the results can be changed by clicking on a column header, holding the mouse button down, and dragging the column to the desired location. Additionally, you can right-click on the column header and choose 'Move', then 'Left' or 'Right'. From the right-click menu on the column header, you can also rename a column or delete that column, among other options.

Exporting Results

The results list can be easily exported to Excel by right-clicking in the widget, choosing 'Widget Actions', then 'Export To' and then one of the Excel options. Choosing 'Excel 2007 Data' will produce results that are easiest to work with in Excel.

Saving the Workspace

You may save a copy of the workspace, with all your selections, by clicking on the 'Save' button and then saving it to your 'My Folders'. For instance, you could save a copy of the workspace that is already filtered for a specific incident, sorted in the way that you want, with your choice of which columns display and in what order, and your copy will retain those settings.

Sample Reports:

Pending Requests for Incident

To see all the pending requests for a particular incident, use the 'WP-INCIDENT-001 Incident' widget to search for and select the incident. Once you have set the incident in the 'Choice' section, click 'Apply'. You may decide that some columns in the results are not necessary, such as 'Inc GACC', 'Inc Disp', 'Type', 'Inc Agency' and 'Inc Host' since you already know these things about the incident, so you may choose to delete these columns (note, you can hold down the Ctrl key as you click column headings to select multiple columns at once). You would like to see the results grouped by 'Placed-to Dispatch' so you can get a better idea of where your requests are pending at. Right-click on the 'Placed-to Dispatch' column and select 'Group/Ungroup'. Notice that this automatically moves this column to the beginning of the

report. Then you want to sort by request number, so you go all the way to the last column, and apply a sort to 'Req Number Sort Key'.

Pending Requests at a Dispatch Center

To see all the requests that are pending at your dispatch center, use the 'WP-DISPATCH-001 GACC/Dispatch' widget on the Global Settings tab to apply a filter for your dispatch center. You may want to select your GACC first, then click apply, to make the Dispatch selection list shorter. After selecting your dispatch center, click 'Apply'. (Note, make sure the other filters do not have any items selected.) Now the results will show only pending requests that have been placed to your dispatch. Again, the results lists can be modified with sorting, grouping, column order, as you desire.

Pending requests for a Catalog Item for Incidents within a Geographic Area

Suppose you want to see all the pending requests for Type 1 Crews for incidents within your geographic area. To do this, you would use the 'WP-INCIDENT-002 Incident GACC/Incident Dispatch/Incident' prompt widget on the Global Settings page. Select your Geographic Area in the 'Incident GACC' section and click 'Apply'. Recall that you do not need to select any dispatches or incidents as selecting none is the same as selecting all. You may want to click 'Deselect All' in those sections just to make sure there's nothing selected. Then, on the Crew tab, select 'Crew, Type 1' in the Catalog Item section of the prompt widget and click 'Apply'. You should now have a listing of all pending requests for a Type 1 Crew for incidents in your geographic area.

Helpdesk: 866-224-7677 https://iia-hd.peckham-enclave.us/
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