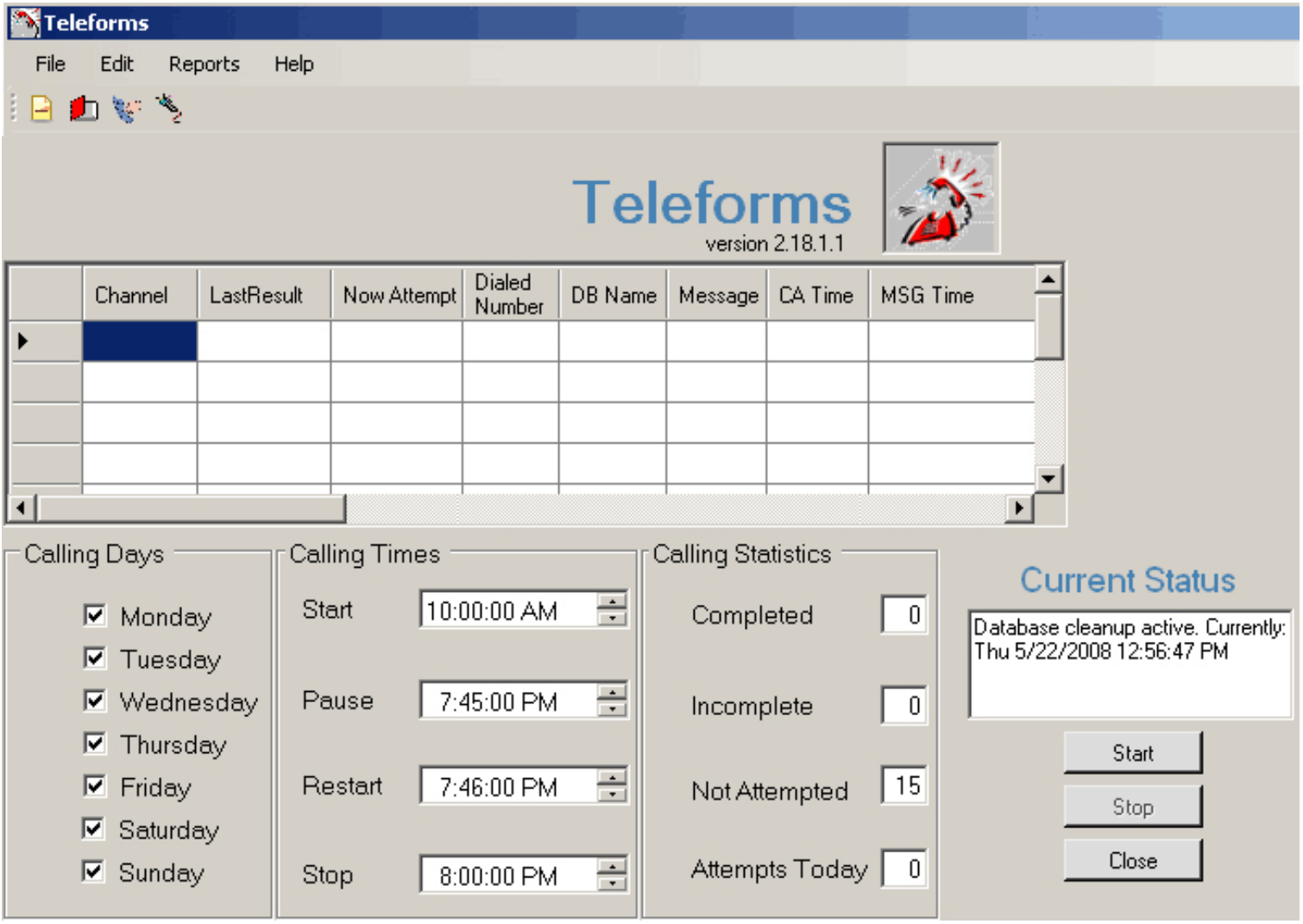
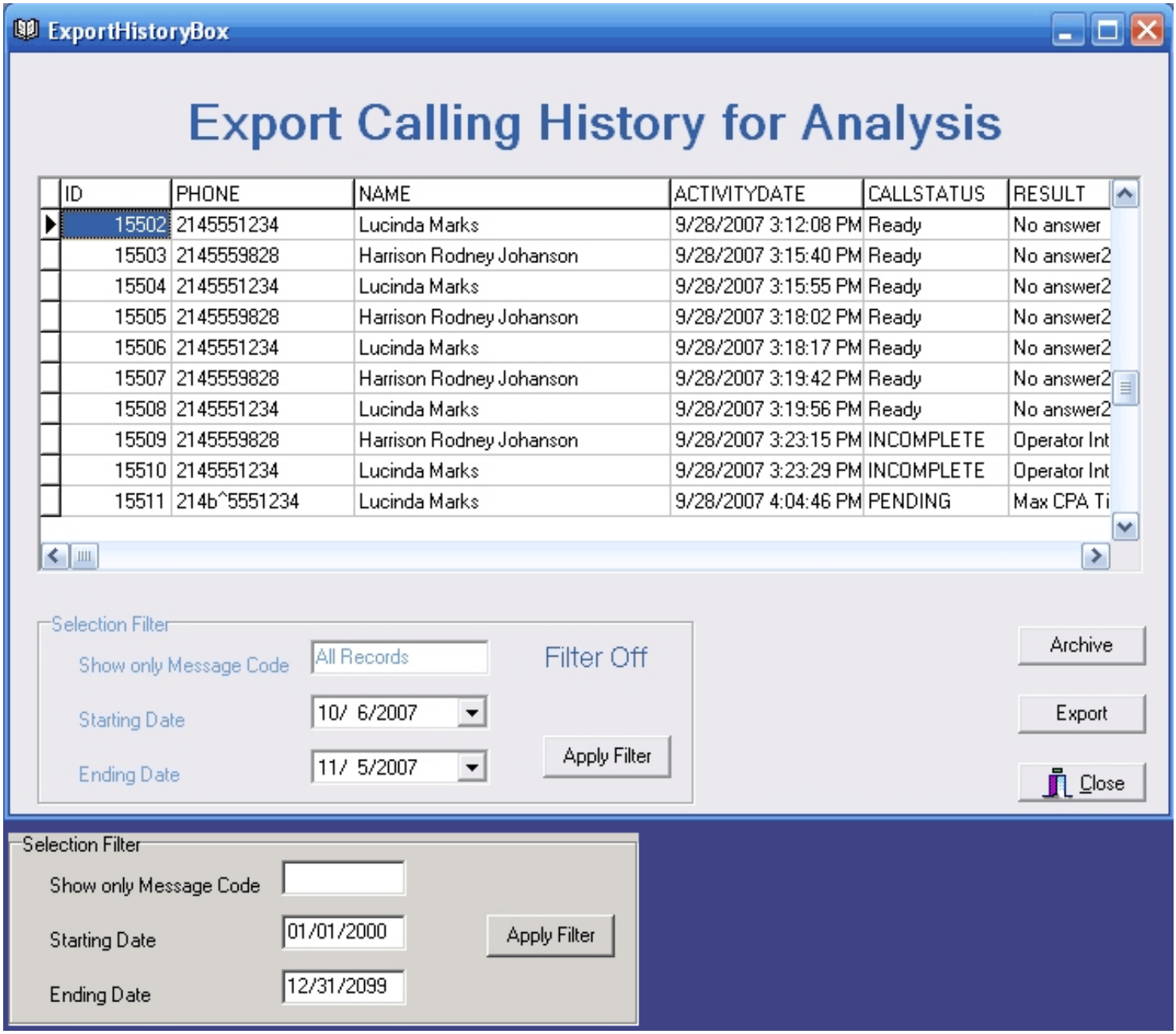
statistics

Besides seeing the number of Completed, Incomplete, Attempts Today, and Not Attempted, Teleforms provides information that can be downloaded and used for statistical analysis.

The Calling History table records the results of each call attempted by the Teleforms system and can thus quickly become a massive table with thousands of entries. The table records such information as the phone number dialed, patron name, whether the call was successful or not, time spent on the phone during the call, and number of attempts before delivering the message. This information can either be archived and/or exported into another program (Excel, Statistical Package for the Social Sciences (SPSS), etc) for statistical analysis by your library.

For detailed information and screenshots on exactly how to export or archive the information in the Calling History, see Help ; Windows Layout ; Reports Menu.





The Reports help has detailed instructions and screenshots for exporting or archiving the calling history file. Once exported, the library can generate any kind of statistical report it would like.

HOT TIP - Teleforms can slow down if the Calling History file becomes very large. Busy libraries (more than 1000 calls per week) should empty this file once every 2 months. Libraries with less than 1000 calls per week may empty the table less often.

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