

Getting Started with GLOBO HQ Reporting

Want to get information about your usage of GLOBO's Language Services? Start here.

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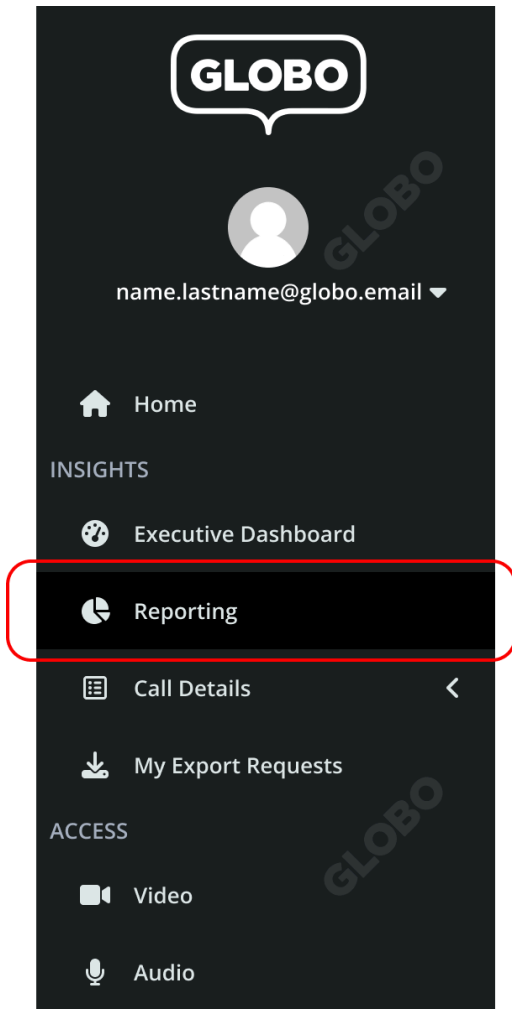
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Getting to the Reports

To access the Reports, you can click the **Reporting** option in the INSIGHTS part of the left menu:



This will take you to the **Reports Index** page, where you'll be able to choose and open a Report.

For Users belonging to more than one Company

If you have access to more than one Company, you'll be able to select a specific one for which you wish to view the report, from the provided list:

Reporting

🏠 Home / Reporting

Companies	
Company Name	
Company Demo 1	👁 Details
Company Demo 2	👁 Details

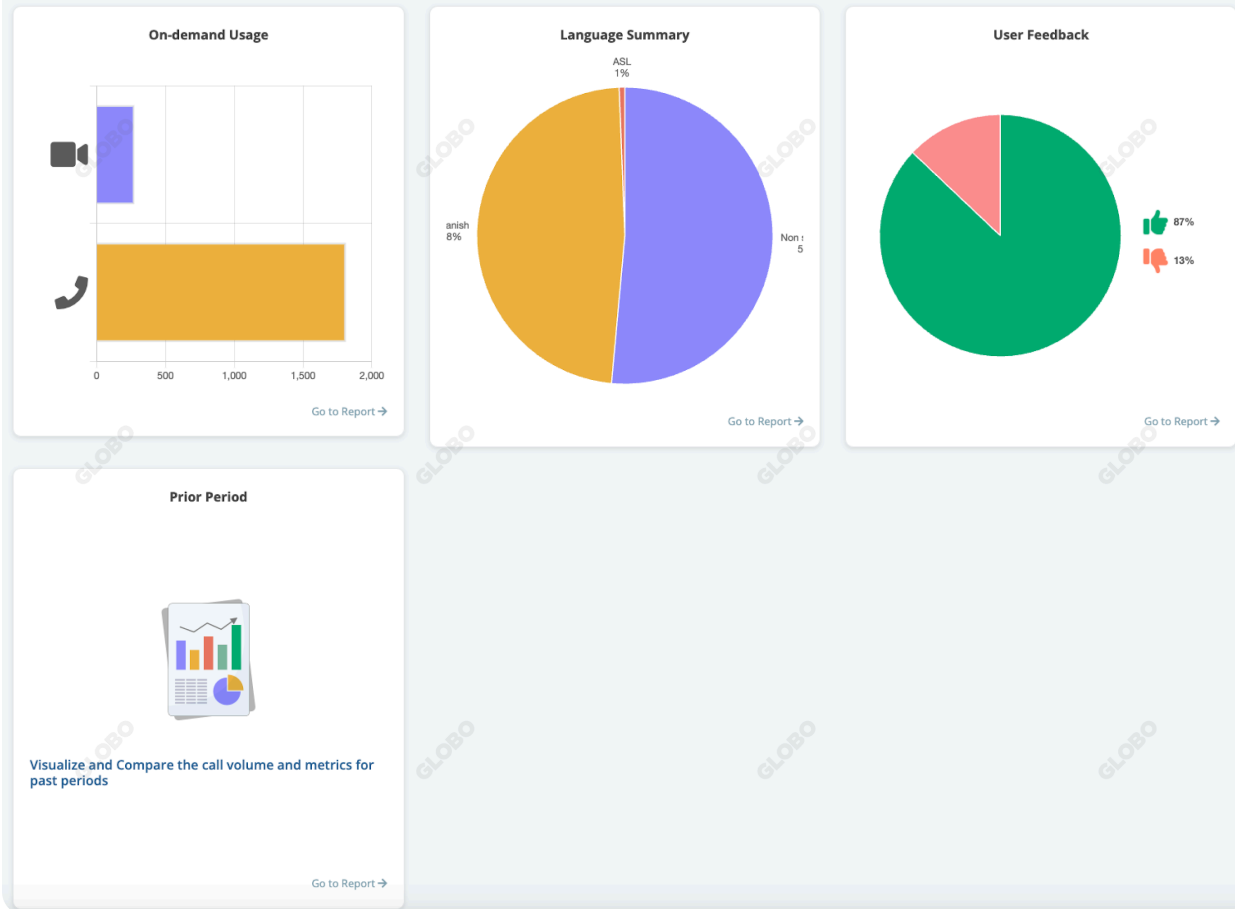
Report Index Page

In this page, you'll see the list of available reports for your company, and a high-level preview for each one showing information from **Yesterday**.

Click on any part of each tile to access the underlying report.

Available Reports

These previews show information from **yesterday**. Click on any of them to access the full report.



Report Filters

At the top of each report, there is a Filter section that let you filter by:

- Period (date range)
- Modalities (audio / video / assignments)
- Service Lines

Filtering on a Period (Date Range)

By default, all reports will show information from Yesterday, so the Period filter will look like this:

Period ?

Range

Day ▼

Today

Yesterday

Specific Date

You'll be able to filter by any given Day, Week, Month, Quarter, or Year, by selecting the desired **Range**, and selecting either Current, Previous, or any specific Period.

You can also select **Custom** as the range, in which case you'll be able to specify a date range to filter.

Period ?

Range

Custom ▼

From

07/21/2024

To

08/04/2024

Frequency

Day ▼

When you use a Custom date range you'll be able to also specify the Frequency to show any Histogram. See Custom Intervals below.

Filtering on one or more Modalities

You can filter the entire report by one or more on-demand Modality: Audio, Video, and Assignments.

Modalities ?

Audio

✓

Video

✓

Assignments

✓

Filtering on one or more Service Lines

You can select one or more Service Lines to filter the entire report; all currently enabled Service Lines from your company will be available to filter on:

Service Lines ?

Please Select

UAT Testing Audio Interpreting Line 1

UAT Testing Audio Interpreting Line 2

UAT Testing Audio Interpreting Line 3

UAT Language Concierge Line

Doxy Telehealth Connections

Line 1

Applying the Filter

After modifying any filter, the **Update** button will appear in the top-right corner of the Filter section.



Click on it to apply the filter and refresh the report.

Other Report Features

Update Frequency

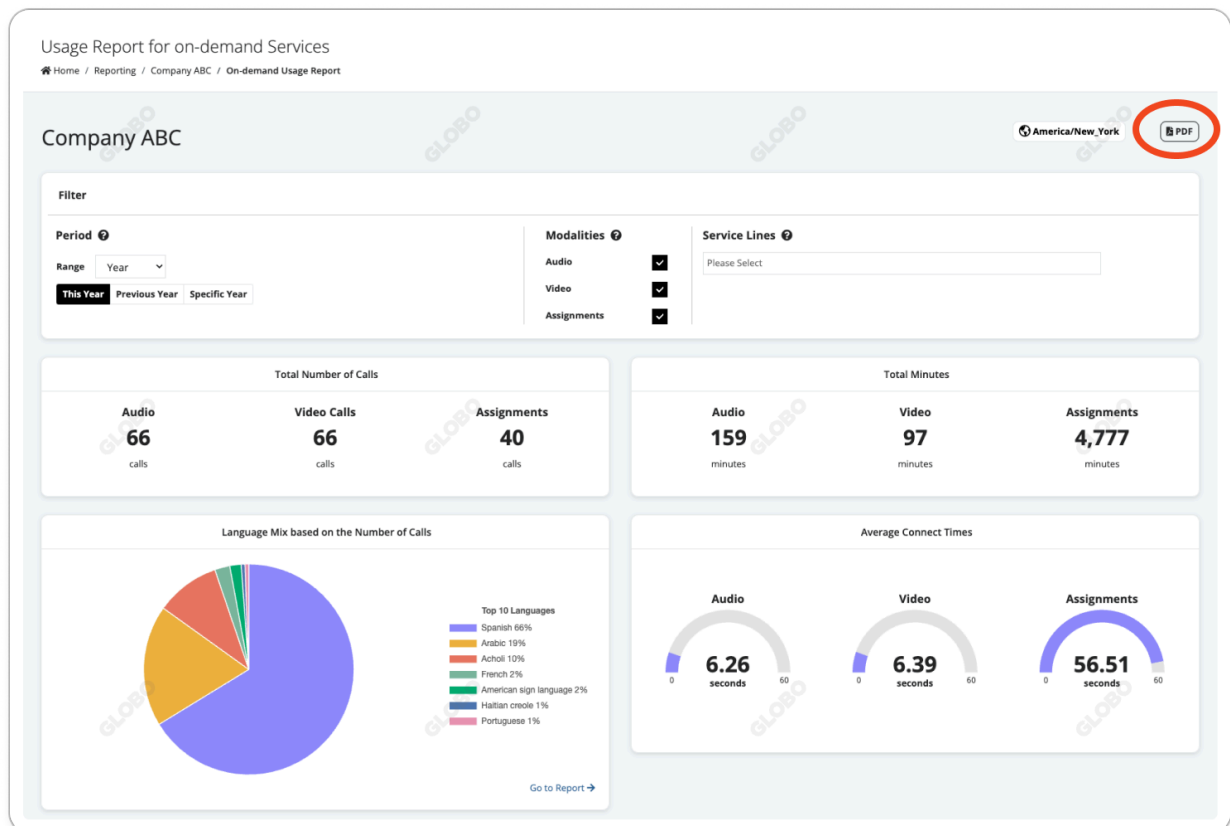
The information in the report is updated up to the last 20 minutes on average.

Time zone support

All Reports are adjusted according to your Time zone configuration in your profile.

Exportable

All Reports can be exported as PDF. Individual tables can be downloaded as CSV / Excel formats.



Language	Minutes	% of Total Minutes	Number of Calls	% of Total Calls	Avg. Connect Time (s)
1 Acholi	2,811	56%	17	10%	62
2 French	1,225	24%	4	2%	3
3 Spanish	912	18%	114	66%	15
4 Arabic	72	1%	32	19%	4
5 American sign language	10	0%	3	2%	5
6 Haitian creole	1	0%	1	1%	3
7 Portuguese	2	0%	1	1%	4
TOTAL	5,033	100%	172	100%	14

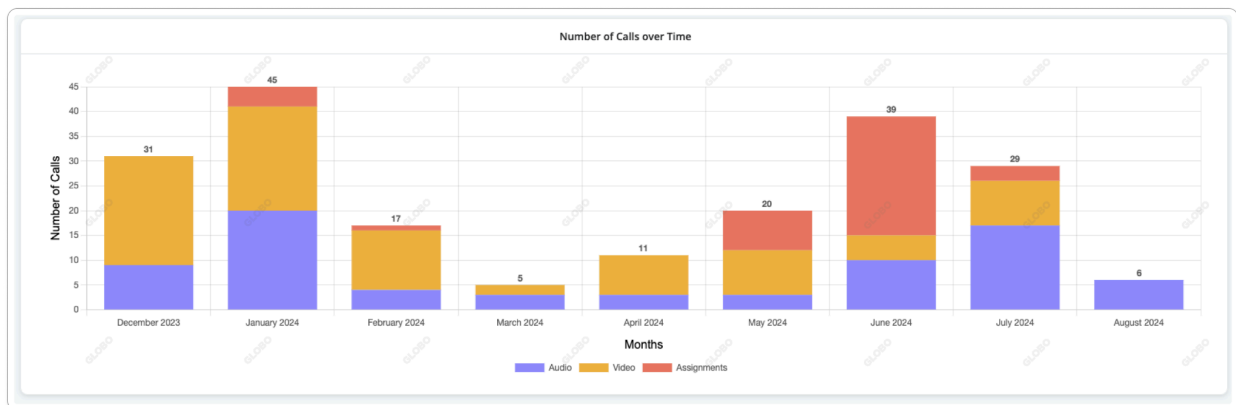
Custom Intervals

When a Custom Date Range is selected, you can choose a **Frequency**:

- Hour
- Day
- Week
- Month
- Quarter
- Year

The **Frequency** will be used by any Histogram (any chart that shows information over time), to split the time axis.

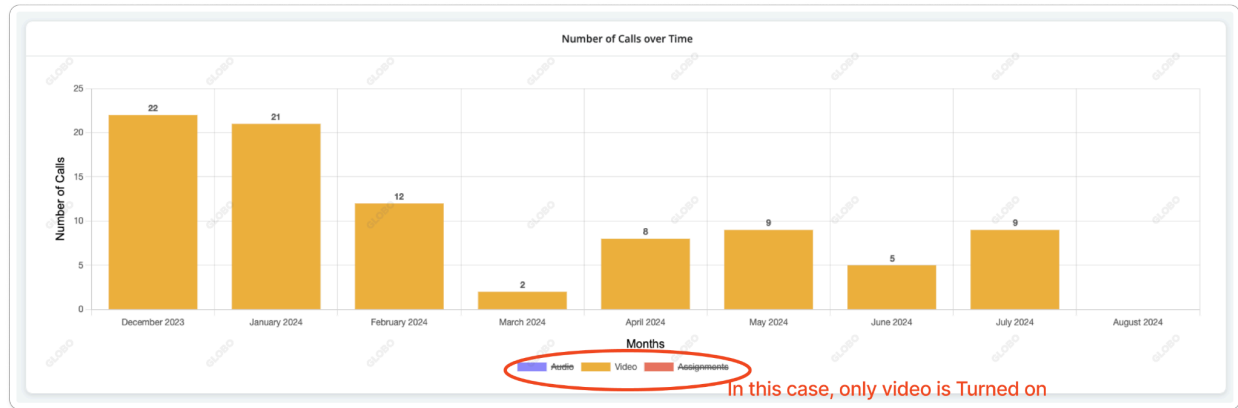
For example, the following chart has a "Month" frequency, so it's showing information by Month:



Hide / Show series

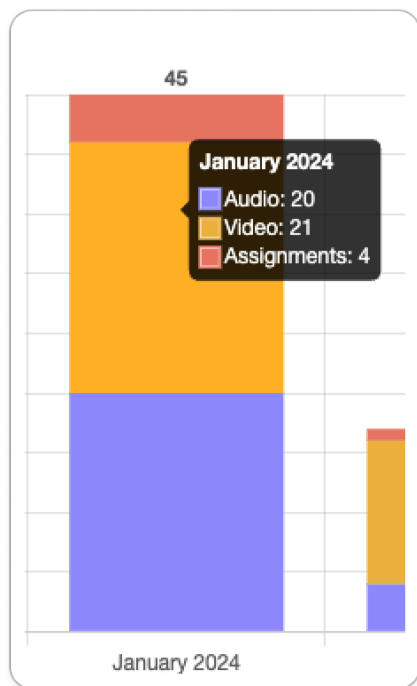
Any chart that shows multiple series of data, can have any of its series toggled on/off, by clicking the colored box in the legend.

For example, the following chart is showing only "Video":



Tooltips

Hovering on any chart will show supporting information in the form of tooltips:



Available Reports

This documentation only covers the most common reports. For more details about additional reports, check the GLOBO HQ documentation for your account.

The following are the most commonly available reports:

- On-demand Usage Report
- Language Summary Report
- User Feedback Report
- Prior Period Report

On-demand Usage Report

This report shows Call Volume and Minutes for your company's on-demand calls. It contains the following visualizations, most of them split by Modality (Audio/Video/Assignments) or Language Category (Spanish/ASL/Other):

- Total Number of calls
- Total Minutes
- Language Mix (Top 10)
- Average Connect Times
- Number of Calls over time
- Total Interpreting Minutes over time
- Number of calls by Service (Top 20)

Company ABC

America/New_York

PDF

Filter

Period

Range Year

This Year Previous Year Specific Year

Modalities

Audio

Video

Assignments

Service Lines

Please Select

Total Number of Calls

Audio 66 calls

Video Calls 66 calls

Assignments 40 calls

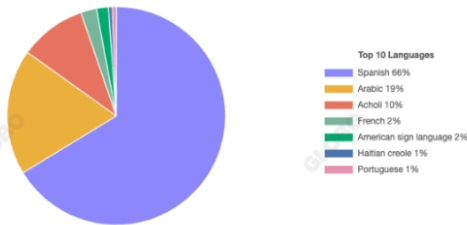
Total Minutes

Audio 159 minutes

Video 97 minutes

Assignments 4,777 minutes

Language Mix based on the Number of Calls

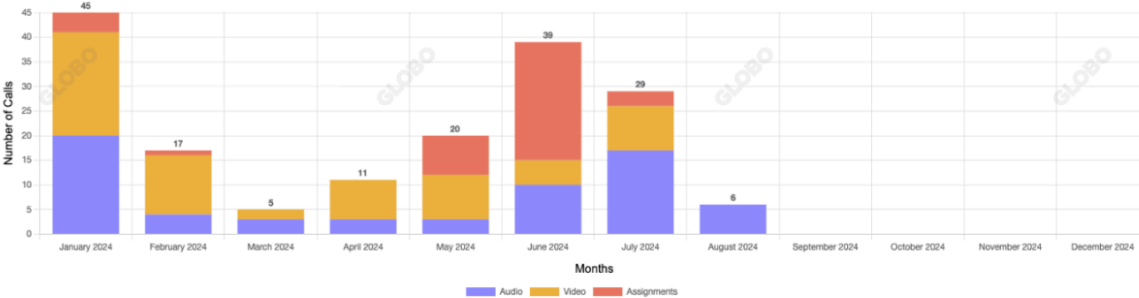


Average Connect Times

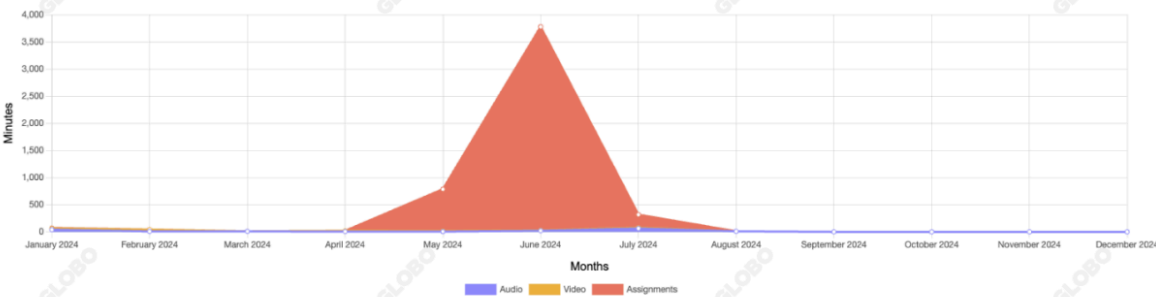


Go to Report

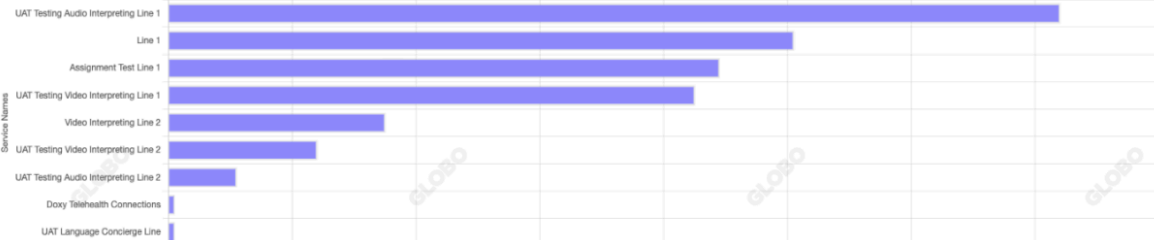
Number of Calls over Time



Total Interpreting Minutes over Time



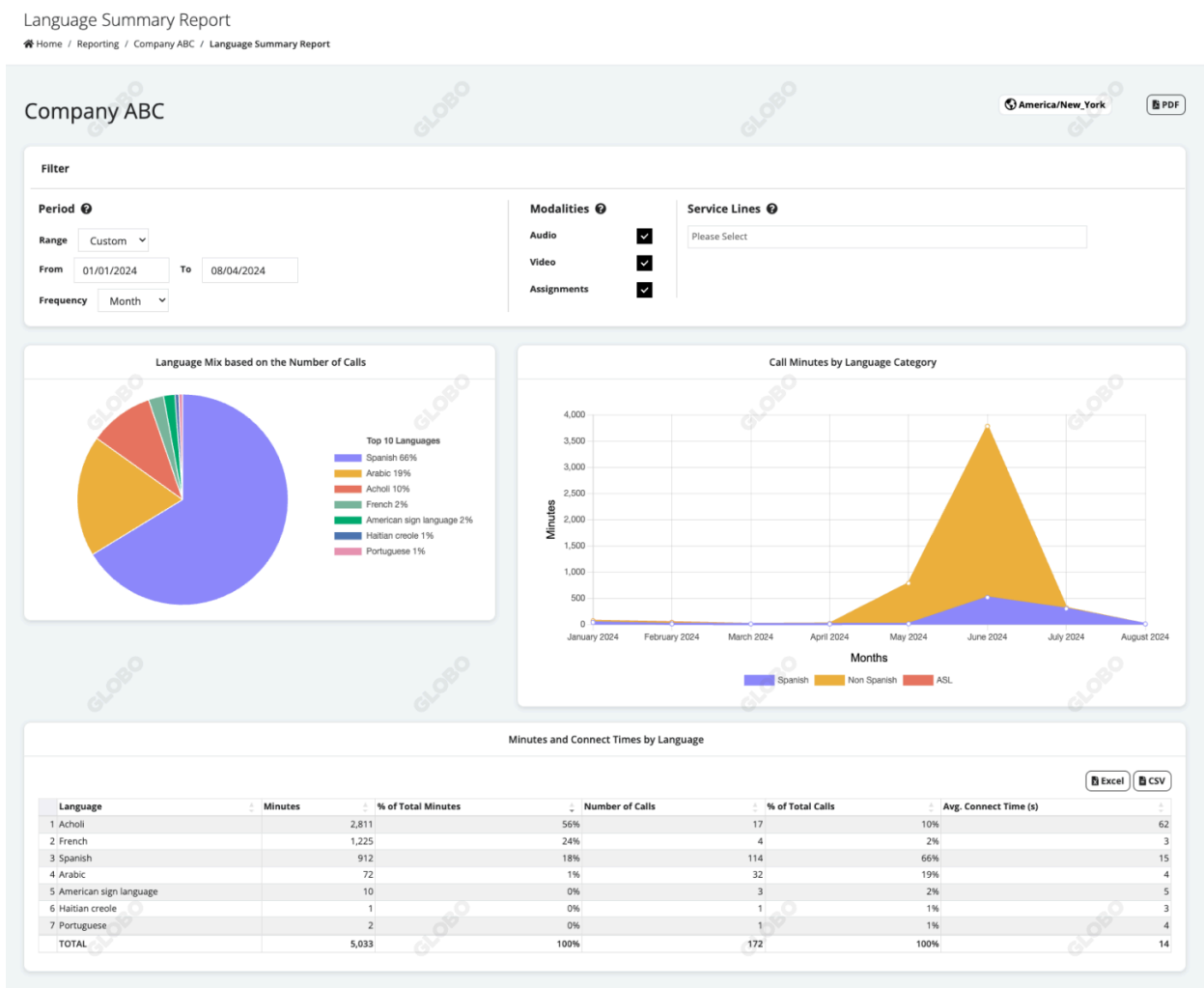
Number of Calls by Service (Top 20)



Language Summary Report

This report is all about the Language distribution for your company's calls. It contains the following visualizations:

- Language Mix (Top 10)
- Call Minutes by Language Category over time
- Minutes and Connect Times by Language



User Feedback Report

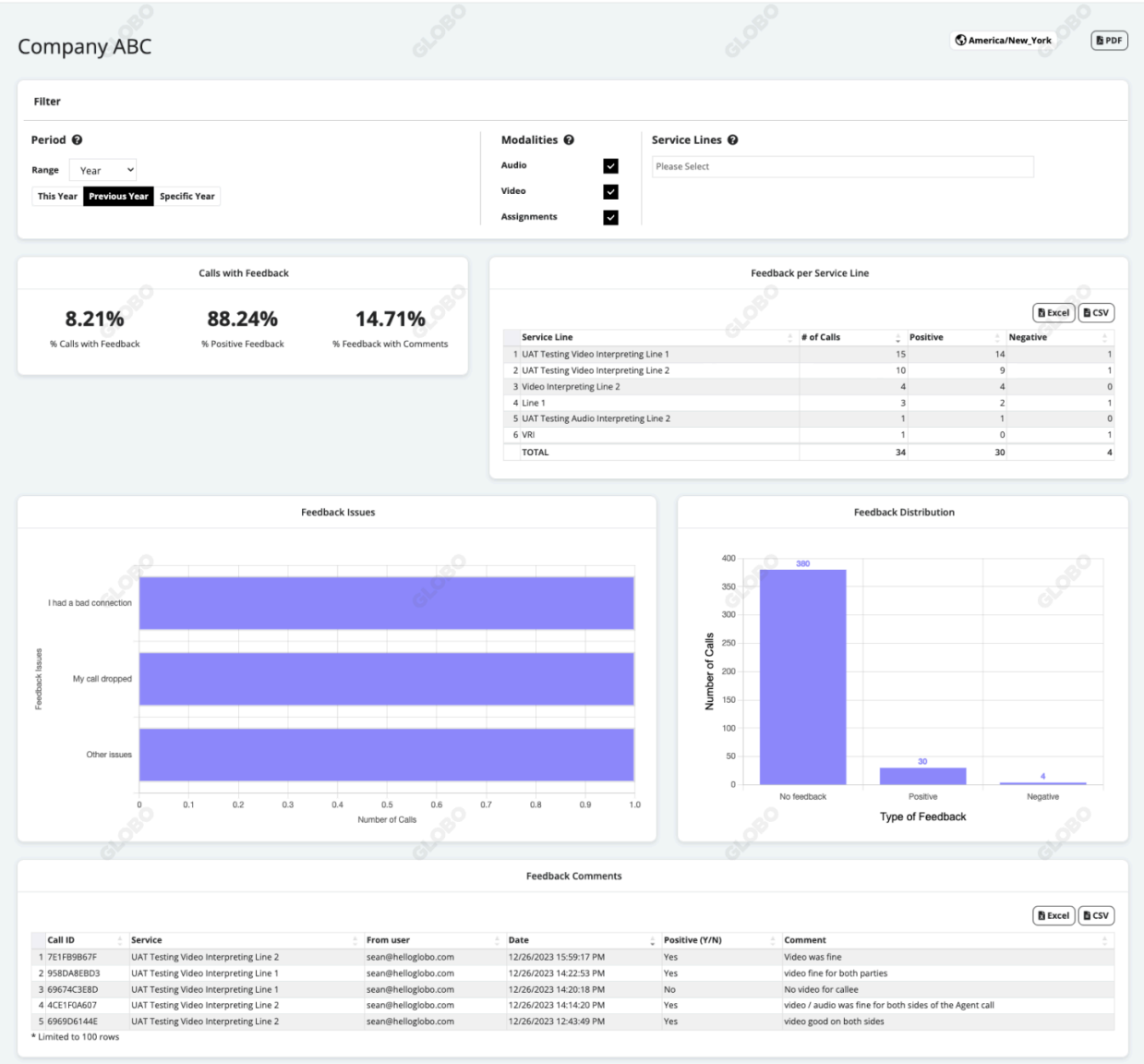
This report shows the result of After Call Surveys left by your Company's users It contains the following visualizations:

- % Calls With Feedback
- % Positive Feedback

- % Feedback with Comments
- Feedback per Service Line
- Feedback Issue Types
- Feedback Distribution
- Feedback Comments

User Feedback Report

Home / Reporting / Company ABC / User Feedback Report



Prior Period Report

This report is a more detailed version of the On-demand Usage Report, for Completed weeks, months, quarters, and years. The report is split between Audio and Video, and it contains the following visualizations:

- % Calls With Feedback
- % Positive Feedback
- % Feedback with Comments
- Feedback per Service Line
- Feedback Issue Types
- Feedback Distribution
- Feedback Comments

Company ABC

America/New_York PDF

Filter

Period ⓘ

Range

Quarter

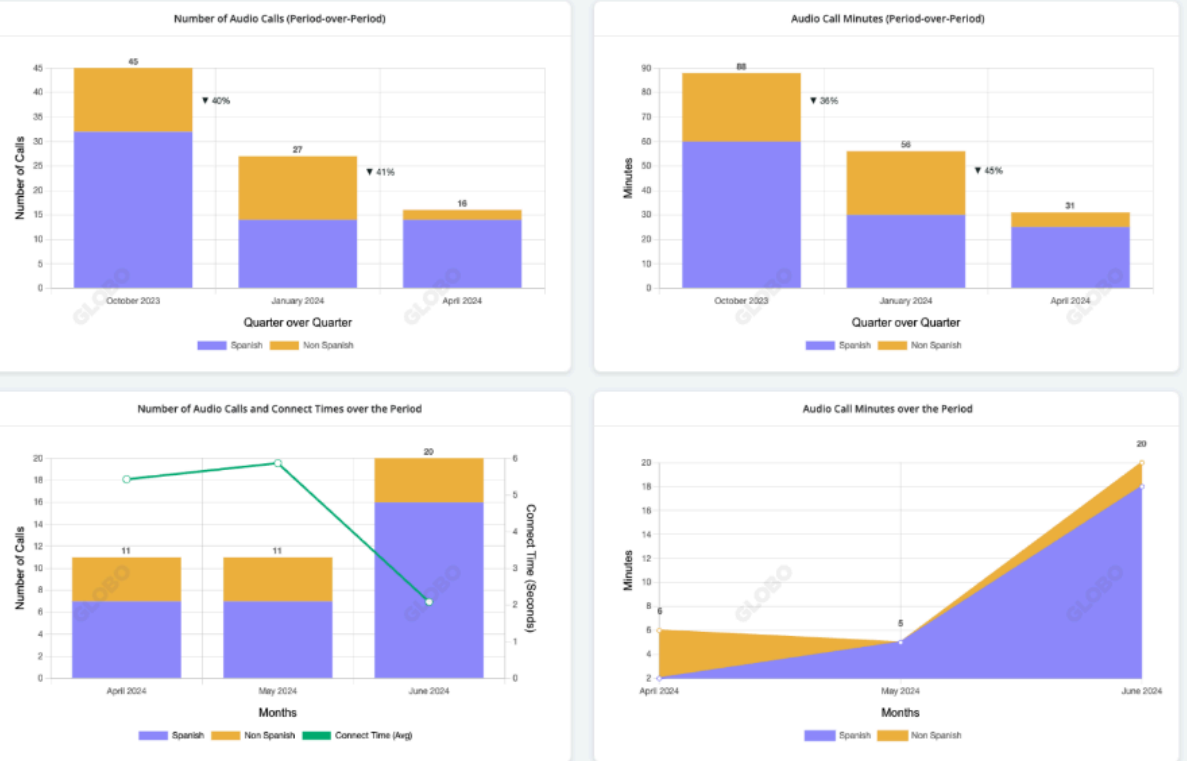
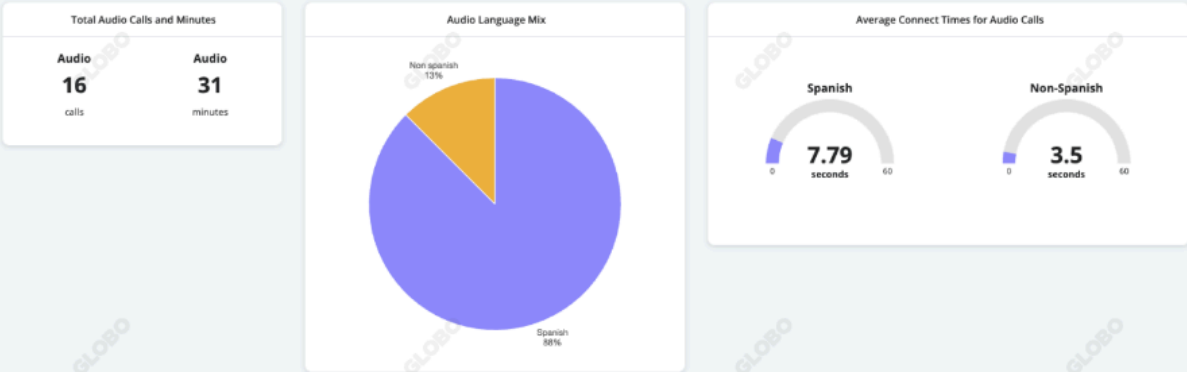
Previous Quarter Specific Quarter

Service Lines ⓘ

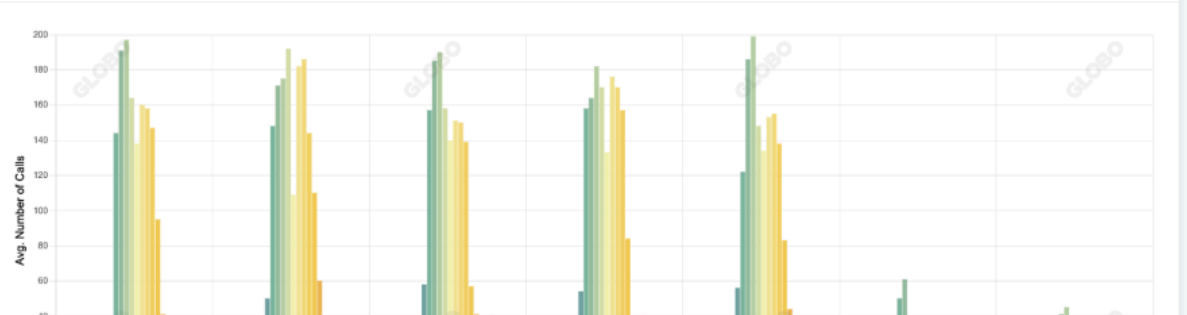
Please Select

Quarter in Review: Q1 2024

Audio Interpreting



Average Number of Audio Calls (by Day of the Week and Hour of the Day)



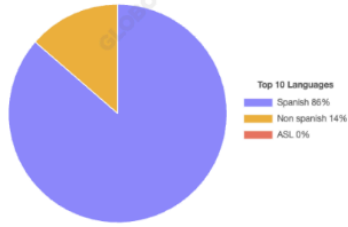
Video Interpreting

Total Video Calls and Minutes

Video
22
calls

Video
29
minutes

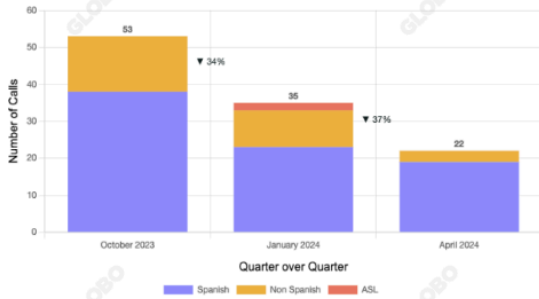
Video Language Mix



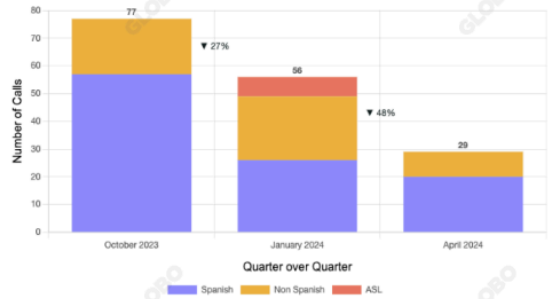
Average Connect Times for Video Calls



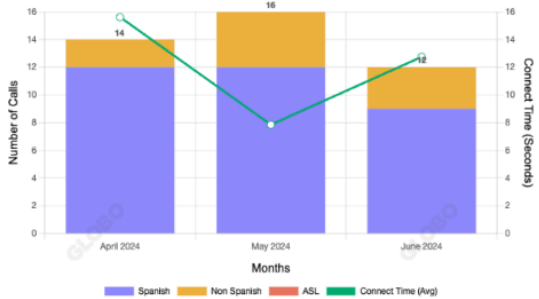
Number of Video Calls (Period-over-Period)



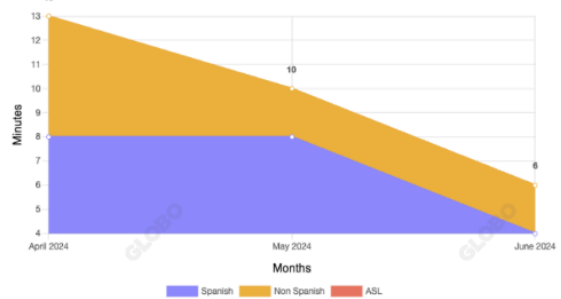
Video Call Minutes (Period-over-Period)



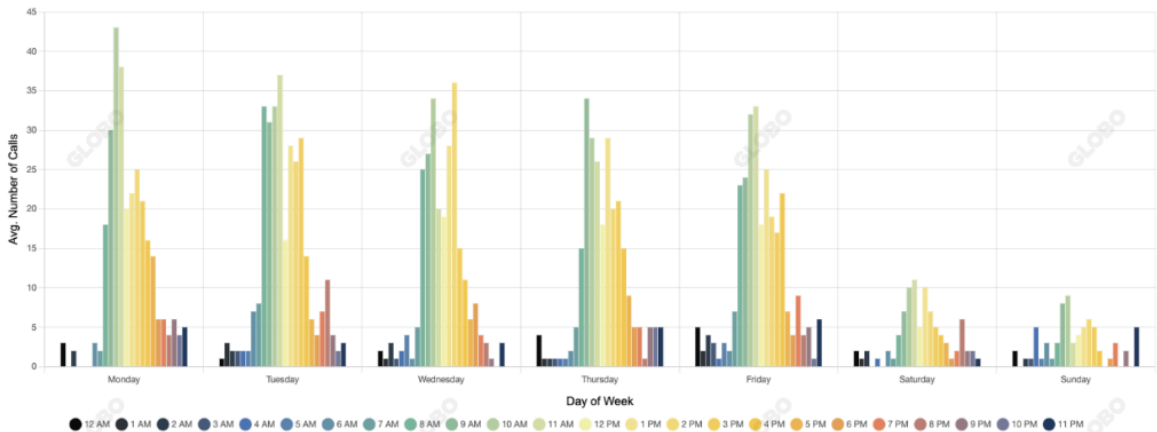
Number of Video Calls and Connect Times over the Period



Video Call Minutes over the Period



Average Number of Video Calls (by Day of the Week and Hour of the Day)



Language Mix based on the Number of Video Calls



