# **Zoola Analytics Report Support Request Form**

## Document Purpose

This document will be used by the Zoola Support Team to assist you with your report requirements. Replace the blue text with your requirements.

## Zoola Support Policy

The goal of Zoola Support Team is to provide you a rich report that is valuable to you and your organization. However, in some cases, your requirements may be beyond the scope of the Support provided. Generally, if the requested Report requires Development support, then the effort may be billable. Development support may be required if the report has extraordinary query complexity or specific visual requirements that extend beyond the drag and drop capabilities. If the effort is billable, you will be notified in advance with the options on how best to proceed.

## On the following page, please provide as much detail as possible.

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| Purpose | *Please provide a summary of who the report is for and how it will be used and why it is important to you.* |
| Report Type | *Please choose whether you would like a Table or Chart* |
| Report Name | *Please provide a name for the report (e.g. Zoola Course Enrollment Report)* |
| Report Description | *<Optional> Please enter a short description for the report.* |
| Fields / Columns  (For Tables only) | *If you have selected a Table, please provide a list of fields you would like in your report. For example:*   * *Student Name* * *Course* * *Enrollment Date* * *Start Date* * *Complete Date*   *Included as many fields as you would require. If applicable, please provide any commentary to help us understand where your terminology may not match with your standard LMS terminology. For example, if you are using a Custom User Field (i.e. Campus) please let us know that is a custom field.* |
| Chart Description | *If you have selected a Chart, please provide a brief description of the style of chart you would like (e.g. pie, bar, line, etc.) and enter a short description of your expected visualization. For example, I would like to see a pie chart that summarizes how many enrollments are from which city or I would like to see a column chart that summarizes the total number of quiz attempts per quiz.* |
| Preferred Sort Order | *<Optional> If required, please let us know how you would like to have the report sorted. For example:*   * *Student Name (Ascending/Descending)* * *Course (Ascending/Descending)* * *Enrollment Date (Ascending/Descending)* |
| Filters | *<Optional> If required, please let us what fields you would like to have available for filtering. For example:*   * *Student Name* * *Course* * *Enrollment Date* |
| Visibility | *<Optional> If required, please let us know who will be running the report and whether they there should be any auto-filtering on the data based on attributes of that user. For example, students should only see their data, teachers should only see their students, or managers should only see their staff.* |
| Additional Notes | *Please add any additional commentary that feel would be relevant to the Team to effectively support you.* |