

# Custom Reports

TeleStaff™  
Scheduling and Notification Solutions

Custom reports puts business critical information in the hands of those who monitor, analyze and plan within your workforce operations.



PDSI offers easy demonstrations of TeleStaff on the Web, call 800.850.7374 to request yours today.

To learn more about TeleStaff, please visit [www.telestaff.com](http://www.telestaff.com).



Principal Decision Systems International  
50 Corporate Park  
Irvine, California 92606  
Phone 800.850.7374 Fax 714.703.3000  
[WWW.PDSI-SOFTWARE.COM](http://WWW.PDSI-SOFTWARE.COM)

# Measure the performance of your operations and workforce with Custom Reports by TeleStaff

## TeleStaff Custom Reporting

Custom Reports is a customized reporting tool that allows you to design reports that meet your specific needs using hundreds of available data fields within TeleStaff. Your reporting capabilities are instantly expanded offering you greater insight into your workforce and operations.

### Features and Benefits

- Design and create reports that are 100% unique to your operations for a clear picture of its performance
- Modify the report layout to match your presentation needs through Crystal Reports®
- Access TeleStaff data in XML format without access to or knowledge of the underlying SQL database
- Ability to copy and modify existing reports to create new reports
- Share custom reports through a centralized repository
- View reports on the screen, in printed format or by e-mail
- Deliver reports on demand in a wide variety of formats including PDF, Excel, CVS or text

### Technical Facts

- XML base files are maintained version to version by PDSI, and custom reports are not affected by upgrades
- XML data fields are documented on PDSI's technical resource website page
- Crystal Reports® Viewer is included with TeleStaff
- A minimum of one Crystal Reports® development license is needed
- Strong user knowledge of Crystal Reports® is highly recommended

