



## Queue and Scheduled Reports: Unanswered Questions Answered

Question	Answer	Asked by:
Both queued and scheduled reports return up to 10k rows only which is a big issue for us. Sometimes we have 10k records in few hours/one day. Are you planning to increase this to 50k/100k in the near future?	This limit is referring only to the queued reports. For scheduled reports, you'll face this limit only if the report is scheduled in a compressed CSV format (Answer ID # 8523). For now, this is the limit and I'm not aware of any changes in the near future. I suggest you to submit an enhancement suggestion regarding this feature; please post your submission to the Oracle Cloud Customer Connect Idea Lab. The Idea Lab is a feedback forum where Oracle Service Cloud customers can submit ideas, collaborate on development, vote	Luke Vatter
To add to Lukes question, our reports have more than 100K rows. Is there any way to enable a report where I can get the full data?	Regarding Queued Reports, the output is available in 'My Queued Reports' and it can return up to 10 000. You have the option to send the output to a CSV file instead of	Hemal Kapasi
Is the purge queued report days a global setting or can be set per profile?	This configuration setting PURGE_QUEUED_REPORT_DAYS can be configured per interface. Queued reports and dashboards that have been run but not opened within this time period are automatically	Pete Magana
Where is "My Queued Reports" found? You were moving really fast	You can find this report in Reports Explorer - search by name (My Queued Reports) or by ID 13023. This is the path to the report:	K Middleton
for the Schedule Times, is there any faster way to click all time (Including the 15mins interval) rather than clicking it one by one? Hi Maria , can you pls let me know if the fields are indexed still the report takes too much processing time . Why so ?	For Schedule Times, you have the option to clear all or select all (every hour) but if you need intervals as 15 minutes, 30 minutes or The purpose of an index is to speed up record searches when searching by the indexed field. As a general rule in MySQL, using an index with a low cardinality will not improve the performance of the report. Specifying too many indexes on a specific table can degrade search performance rather than improve it. In this case, if you're	Jovito Manalaysay Sristy Arya
is the value set rpt_from_aldr config setting only applied to the default? Would we still be able to change this value by the drop down in the scheduled menu?	RPT_FROM_ADDR - Specifies the choice of the From address when a report is emailed as a subscription or when using the Send To feature. The accepted values are: 1 - The From address defined in the default mailbox for the interface. 2 - The email address of the staff member who owns the scheduled report and/or sends the report. This is the default value. You can edit	Michael A Burke
Hey i have question for the knowledge base, how can i extract the published data in the word file?	Reports can be sent as one of the attachment types below: HTML Attachment or Email, Excel attachment (charts and images unavailable), CSV Comma Delimited attachment (charts and images unavailable) XML attachment (charts and images unavailable) Image attachment, Image Attachment	Payal Rathi
Can you share some information about custom scripts in the reports?	Information regarding custom scripts within reports are available in	Hemal Kapasi
I am unable to find the email configuration setting to change the value from 1 to 2. Can you show it please?	Configuration - Site Configuration - Configuration Settings - search by Key using RPT_FROM_ADDR.	Hemal Kapasi
can you also let us know - if a report has custom scripts & we run the report it shows around 10k records but when we export is shows 500 records .	Normally, if the report displays a number of rows in the console, the same number of rows should be exported (not more than 100 000 rows using the 'Export' functionality). I suggest you to raise a service	Sristy Arya
Can you go over searching for scheduled reports in reports management and how that report can be customized? Do we have access to tables on our end through reporting?	If your profile has Analytics permissions for those reports, you should be able to access them. The Report Management component provides access to a set of standard reports intended to help CX administrators track information.(Answer ID # 68). For more details regarding Report Management check our online documentation: <a href="http://documentation.custhelp.com/euf/assets/devdocs/cloud19c/olh/Analytics/topicrefs/c_RMM_permissions.html">http://documentation.custhelp.com/euf/assets/devdocs/cloud19c/olh/Analytics/topicrefs/c_RMM_permissions.html</a> and	Michael A Burke
We have a requirement to show new custom fields for social tables in a report, but have been unable to find a way to show it in the reports. Can this be done? or is it not possible ?	(Answer ID # 2611) In order to see if a specific table/column can be used within a custom report, check Data Dictionary - search the table in question and go to Analytics Usage. The following are some examples of Analytics Usage values you might see: All - This means that the field can be used anywhere in a report. Display - This means the field can be used in a display column. Exception - This means the field can be used in an exception. Filter - This means that the field can only be used in a filter of a report. No Search - This means that the fields can only be used in the data area.	Hemal Kapasi
Scheduled report formats- Is there an option available or what would be the	In this case, in order to view the output of the report in a browser, the best way is to use HTML Email. (Answer ID # 2084)	Jorge Chacon