



# RemoteConnect Support

Operating Instructions

**Log Screen Guide**





# TABLE OF CONTENTS

## 1. Introduction

- Overview..... 3
- Functions..... 4
- System Requirements..... 5
- Recommended System Requirements..... 6
- How to Read This Manual..... 7
  - Symbols..... 7
  - Disclaimer..... 7
  - Notes..... 7
- Terminology..... 8
- Trademarks..... 9

## 2. Basic Operations of Optimal Remote

- Logging in to OPTiM ID..... 11
- Logging out from OPTiM ID..... 12
- Description of the OPTiM ID Menu..... 13
- Displaying the Log Screen..... 14
- Description of the Web Screen..... 15
- Specifying a Time Slot..... 16

## 3. Checking Statistical Information

- Checking the Support Time..... 17
  - Displaying the Total Support Time..... 17
  - Displaying the Average Support Time..... 18
  - Displaying the Support Time by Operator..... 19
- Checking the Number of Support Incidents..... 21
  - Number of Support Incidents..... 21
  - Displaying the Number of Support Incidents by Operator..... 22
- Checking the Ratio of Support Time..... 23
  - Displaying the Ratio of Support Time for All Operators..... 23
  - Displaying the Ratio by Operator..... 24
- Checking the Operation History..... 26
- Downloading a CSV File..... 27

## 4. Checking the Support Log

- Checking the Support Log..... 29

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## 5. Downloading a Support Log

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Downloading a Support List Log.....	31
Downloading the Details Log.....	32

# 1. Introduction

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## Overview

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Optimal Remote has [Log Screen].

At [Log Screen], you can check the statistical information such as the support time and number of support incidents, the support log, and other information.

# Functions

1

Menu	Function name
Log screen	Support log statistics
	Support log viewing
	Support log download

# System Requirements

Browser <sup>*1, *2</sup>	Internet Explorer 8 Internet Explorer 9 Firefox 4.X
Resolution	1024 × 768 or greater
Other	Connected to the Internet

\*1 JavaScript and cookies enabled

\*2 Flash Player installed

# Recommended System Requirements

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Browser *1 *2	Internet Explorer 9
Resolution	1280 × 1024 or greater
Other	Connected to the Internet

\*1 JavaScript and cookies enabled

\*2 Flash Player installed

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# How to Read This Manual

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## Symbols

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This manual uses the following symbols:

 **Note**

Indicates supplementary relevant information.

[ ]

Indicates the names of the keys that appear on the computer screen.

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## Disclaimer

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To the maximum extent permitted by applicable laws, in no event will the manufacturer be liable for any damages whatsoever arising out of failures of this product, losses of documents or data, or the use or non-use of this product and operation manuals provided with it.

Make sure that you always copy or have backups of important documents or data. Documents or data might be erased due to your operational errors or malfunctions of the machine. Also, you are responsible for taking protective measures against computer viruses, worms, and other harmful software.

In no event will the manufacturer be responsible for any documents created by you using this product or any results from the data executed by you.

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## Notes

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Some illustrations in this manual might be slightly different from the machine.

Contents of this manual are subject to change without prior notice.

Some functions explained in this manual do not work in this product.

# Terminology

1

## **Optimal Remote**

The name of this app.

## **Browser**

Software to view the Internet. (For example, Internet Explorer or Firefox.)

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# Trademarks

Internet Explorer is a registered trademark of Microsoft Corp. in the United States and/or other countries.

The proper names of Internet Explorer 8 and 9 are as follows:

Windows® Internet Explorer® 8

Windows® Internet Explorer® 9

Firefox® is a registered trademark of the Mozilla Foundation.

Other product names used herein are for identification purposes only and might be trademarks of their respective companies. We disclaim any and all rights to those marks.

Microsoft product screen shots reprinted with permission from Microsoft Corporation.

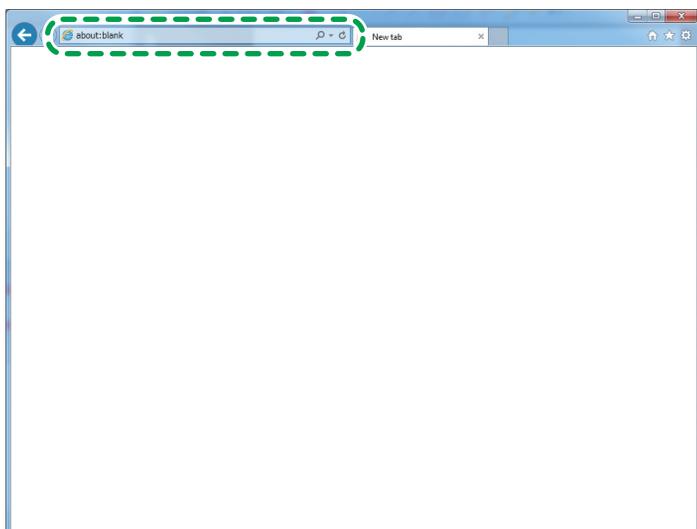


## 2. Basic Operations of Optimal Remote

Log in to OPTiM ID to use Optimal Remote.

### Logging in to OPTiM ID

1. Start the browser, enter the URL of the service-company site into the red box, and then press the [Enter] key.



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2. Enter your user ID or e-mail address and password, and then click [Login].

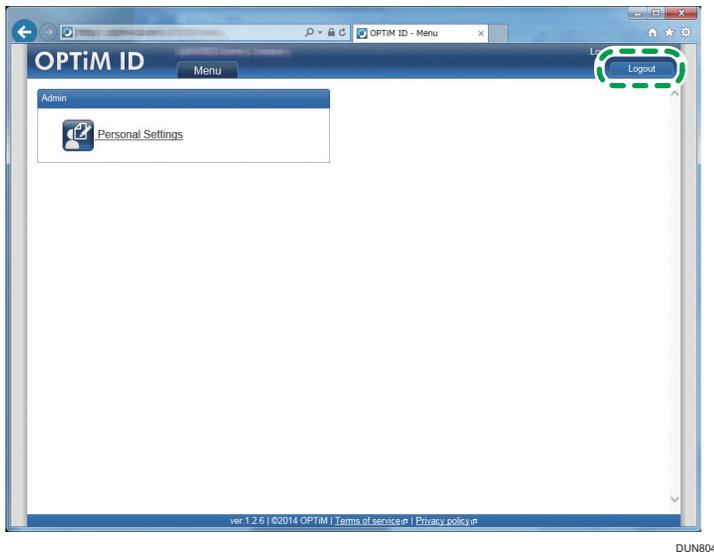
#### Note

- If you want to change the business code, click the button . When clicked, it changes to an entry field.
- It is not necessary to enter your user ID or password for 6 hours even if the [Stay logged in] check box is not selected. However, after logging out or closing the browser, you must enter the information again.
- If the [Stay logged in] check box is selected, you do not need to enter your user ID or password at the next login. (Entry of user ID or password is not necessary for 14 days. If 14 days pass, you must enter the information again.)  
Furthermore, if you log out once, the automatic login function is no longer available.

3. Login is complete.

## Logging out from OPTiM ID

1. Click [Logout].



2. The login screen appears.

# Description of the OPTiM ID Menu



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## OPTiM ID logo

When the logo is clicked, the screen changes to the [Menu] screen.

## Login information

Displays the name and business name of the logged-in manager.

## [Logout]

Click this button to log out.

## Optimal Remote Mobile menu

[Log Screen] is displayed.

## Admin menu

The OPTiM ID admin menu. For details, see the Management Site Administrator's Guide.

## Displaying the Log Screen

1. From the OPTiM ID menu screen, click [Log Screen].

 **Note**

- For the procedure to display the OPTiM ID menu screen, see page 11 "Logging in to OPTiM ID".

2. The Log screen is displayed.

# Description of the Web Screen

## Login information

Displays the name and business name of the logged-in manager.

## [Menu]

Click to change to the OPTiM ID menu screen.

## [Logout]

Click to log out of OPTiM ID.

## Optimal Remote logo

Click to move to the top page of [Admin Screen] and [Log Screen].

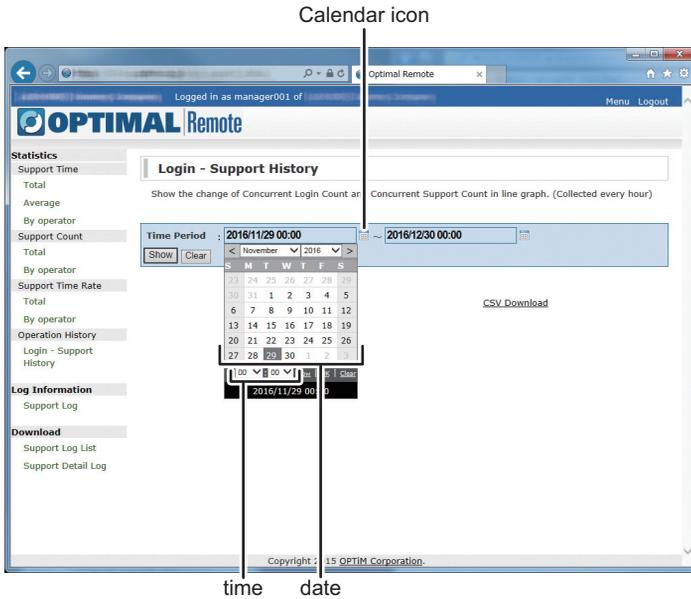
## Left menu

Displays [Log Screen] menu.

# Specifying a Time Slot

You can register the target statistical information and log information by specifying a time slot.

1. Click  (Calendar) icon.



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2. On the displayed calendar, specify the date and time you require, and then click [OK].

### Note

- When you want to specify the current date and time, click [Now].
- It is not possible to display statistical information and log information data for a period of time longer than the last 3 months.
- You cannot specify an end date without specifying the start date when setting a time slot.
- Statistical information is collected every hour and statistical information for minutes and seconds is not counted.

# 3. Checking Statistical Information

Using the [Statistics] menu, you can check for each time slot how long operators spend for support and the number of the incidents operators provide support.

## ↓ Note

- Statistical information data is collected every hour. Data collection starts on the hour with 0 minute and lasts for 1 hour (to 59 minutes and 59 seconds).
- As support time is the sum total of time spent for each support incident that starts within a time slot, even though the last support incident within a time slot ends after the time slot elapses, the sum total of time spent for all support incidents is calculated based on the time when each of the support incident starts.
- Also, as the number of support is the sum total of support incidents that start within a time slot, even though the last support incident within a time slot ends after the time slot elapses, the sum total of support incidents is calculated based on the time when each of the support incident starts.

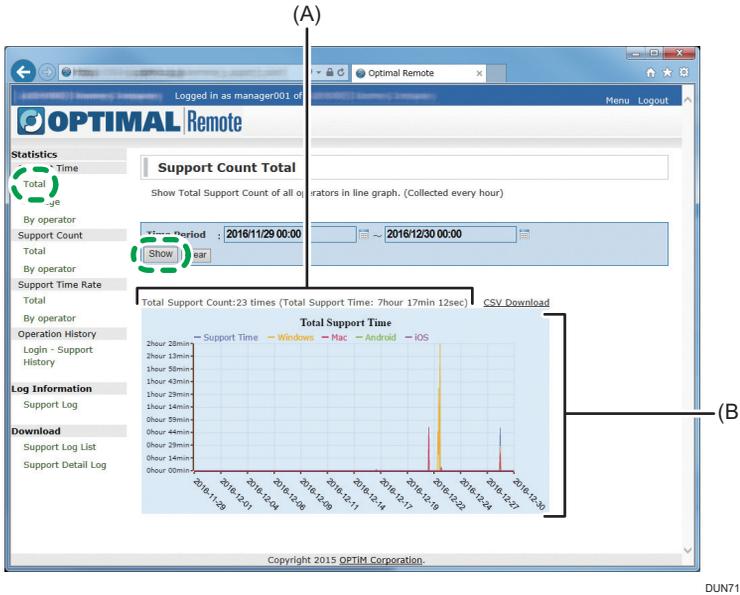
## Checking the Support Time

### Displaying the Total Support Time

A line graph shows the total support time for all operators.

This line graph makes it possible to compare lengths of time spent in supporting users for each time slot.

1. **Open the Log screen. Under [Support Time] on the left, click [Total].**  
Specify the time period you want to display, and then click [Show].



(A) The total number of support incidents and the total support time in the specified time period are displayed.

(B) A line graph shows the total support time for all operators.

Horizontal axis: date

Vertical axis: support time

**Note**

- For the procedure to display the Log screen, see page 14 "Displaying the Log Screen".
- For details about how to specify a time slot, see page 16 "Specifying a Time Slot".
- You can display the total support time for each time slot by moving the mouse over the lines of the graph.

## Displaying the Average Support Time

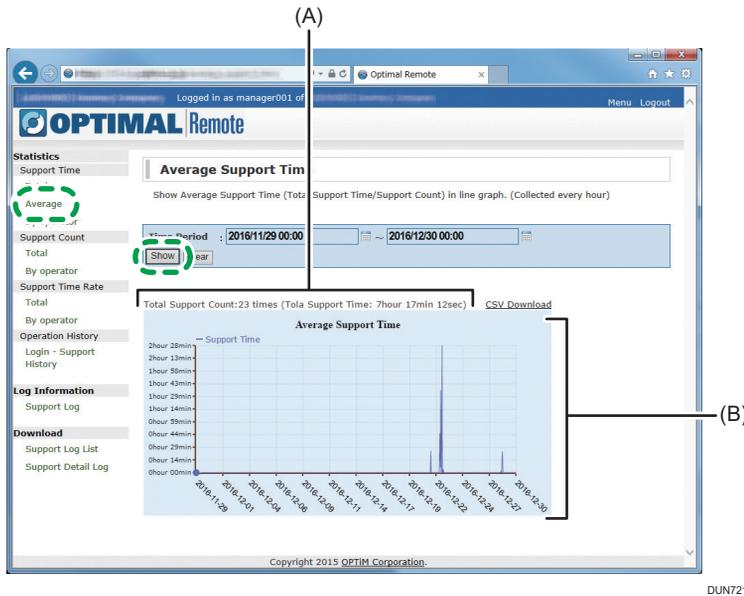
A line graph shows the average support time for all operators.

To calculate the average time, divide the total support time by the number of support incidents.

Displaying the average time for each time slot on a line graph, you can compare time slots to identify which time slot is busy.

1. **Open the Log screen. Under the [Support Time] menu on the left, click [Average].**

Configure the time period you want to display, and then click [Show].



(A) The total number of support incidents and the total support time in the specified time period are displayed.

(B) The average time, calculated by dividing the total support time by the number of support incidents, is displayed as a line graph.

Horizontal axis: date

Vertical axis: support time

#### Note

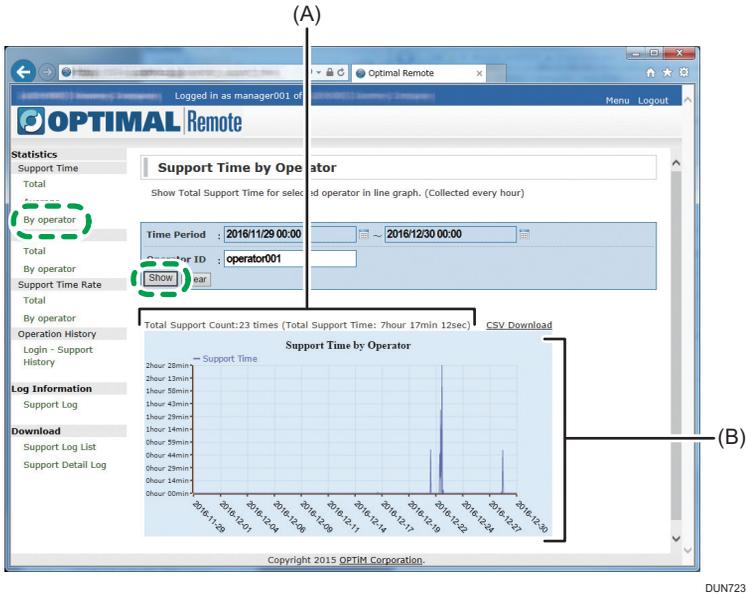
- For the procedure to display the Log screen, see page 14 "Displaying the Log Screen".
- For details about how to specify a time slot, see page 16 "Specifying a Time Slot".
- You can display the average support time for each time slot by moving the mouse over the lines of the graph.

## Displaying the Support Time by Operator

A line graph shows the support time spent for a specified operator.

Displaying the support hours for a specified operator for each time slot, you can compare operation status and the average time for the time slot.

1. **Open the Log screen. Under the [Support Time] menu on the left, click [By operator].**  
Configure the time period you want to display, and then click [Show].  
Only items that match the operator ID are displayed.



(A) The total number of support incidents and the total support time in the specified time period are displayed.

(B) The total support time for a specified operator is displayed as a line graph.

Horizontal axis: date

Vertical axis: support time

**Note**

- For the procedure to display the Log screen, see page 14 "Displaying the Log Screen".
- For details about how to specify a time slot, see page 16 "Specifying a Time Slot".
- You can display the total support time for each time slot for a specified operator by moving the mouse over the lines of the graph.

# Checking the Number of Support Incidents

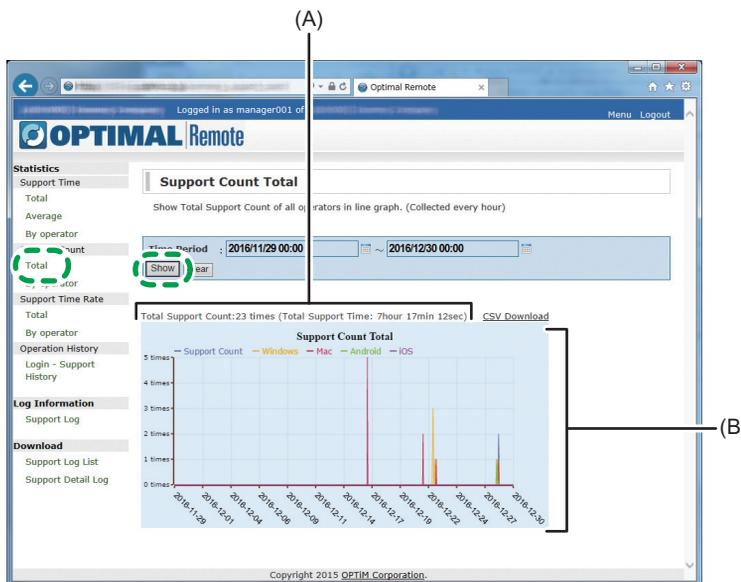
## Number of Support Incidents

The number of support incidents of all operators can be displayed as a line graph.

Displaying the number of support for each time slot on a line graph, you can compare time slots to identify which time slot is busy.

### 1. Open the Log screen. Under the [Support Count] menu on the left, click [Total].

Configure the time period you want to display, and then click [Show].



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(A) The total number of support incidents and the total support time in the specified time period are displayed.

(B) The total number of support incidents for all operators is displayed as a line graph.

Horizontal axis: date

Vertical axis: support time

#### Note

- For the procedure to display the Log screen, see page 14 "Displaying the Log Screen".
- For details about how to specify a time slot, see page 16 "Specifying a Time Slot".
- You can display the total support time for each time slot by moving the mouse over the lines of the graph.

## Displaying the Number of Support Incidents by Operator

The number of support incidents of a specified operator can be displayed as a line graph.

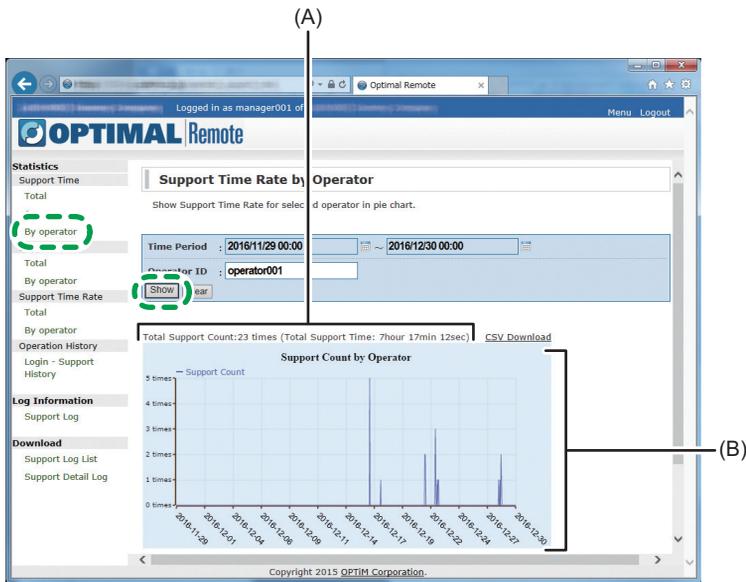
Displaying on a line graph the number of support for each time slot for a specified operator, you can identify the operation status of the operator or compare it with the operation statuses of other operators.

**1. Open the Log screen. Under the [Support Count] menu on the left, click [By operator].**

Configure the time period you want to display, and then click [Show].

Only items that match the operator ID are displayed.

3



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(A) The total number of support incidents and the total support time in the specified time period are displayed.

(B) The total support time of a specified operator is displayed as a line graph.

Horizontal axis: date

Vertical axis: support time

**Note**

- For the procedure to display the Log screen, see page 14 "Displaying the Log Screen".
- For details about how to specify a time slot, see page 16 "Specifying a Time Slot".
- You can display the total support time for each time slot by moving the mouse over the lines of the graph.

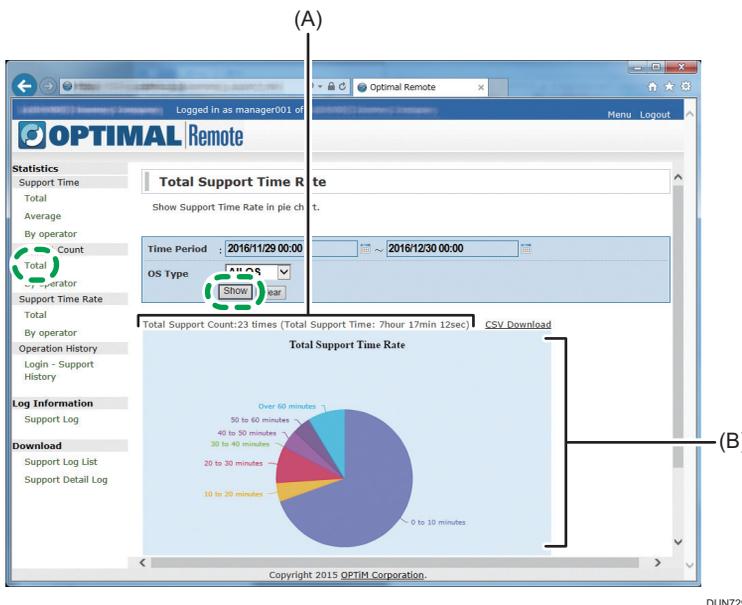
# Checking the Ratio of Support Time

## Displaying the Ratio of Support Time for All Operators

The ratio of support time for all operators can be displayed as a pie chart.

1. Open the Log screen. Under the [Support Time Rate] menu on the left, click [Total].

Configure the time period you want to display, and then click [Show].



(A) The total number of support incidents and the total support time in the specified time period are displayed.

(B) The ratio of support time is displayed as a pie chart. Ratios for the following items are displayed:

0 minute to 10 minutes / 10 minutes to 20 minutes / 20 minutes to 30 minutes / 30 minutes to 40 minutes / 40 minutes to 50 minutes / 50 minutes to 60 minutes / 60 minutes or more

### Note

- For the procedure to display the Log screen, see page 14 "Displaying the Log Screen".
- For details about how to specify a time slot, see page 16 "Specifying a Time Slot".
- You can display the number of support incidents and percentages by item by moving the mouse over the pie chart.
  - Number of support incidents by item
  - Total number of support incidents

- Percentage after dividing the number of support incidents by item by the total number of support incidents

## Displaying the Ratio by Operator

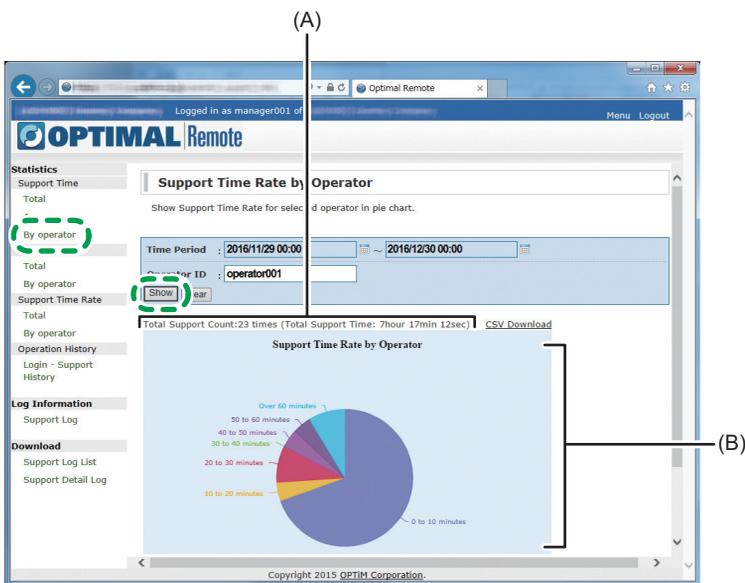
The ratio of support time for a specified operator can be displayed as a pie chart.

**1. Open the Log screen. Under the [Support Time Rate] menu on the left, click [By operator].**

Configure the time period you want to display, and then click [Show].

Only items that match the operator ID are displayed.

3



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(A) The total number of support incidents and the total support time in the specified time period are displayed.

(B) The ratio of support time is displayed as pie chart. The ratio is displayed by the following items.

0 minutes to 10 minutes / 10 minutes to 20 minutes / 20 minutes to 30 minutes / 30 minutes to 40 minutes / 40 minutes to 50 minutes / 50 minutes to 60 minutes / 60 minutes or more

**Note**

- For the procedure to display the Log screen, see page 14 "Displaying the Log Screen".
- For details about how to specify a time slot, see page 16 "Specifying a Time Slot".
- You can display the number of support incidents and ratios by item by moving the mouse over the pie chart.
  - Number of support incidents by item
  - Total number of support incidents

- Ratio after the number of support incidents by item is divided by the total number of support incidents

## Checking the Operation History

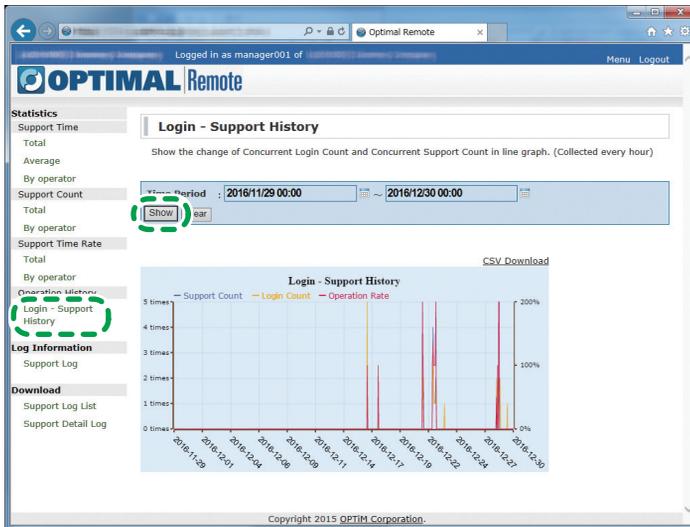
The number of simultaneous logins, support incidents, and operation rates of operators can be displayed as a line graph.

The number of logins displayed as a line graph is counted for each time slot. If an operator logs in several times in a specified time slot, the login count for the operator for the time slot is 1.

The number of support incidents displayed as a line graph is counted for each time slot. The number of support provided for support incidents in the time slot is counted.

You can display the operation rate using percentages by dividing the number of support incidents in a time slot by the number of logins.

1. Open the Log screen. Under [Operation History], click [Login Support History]. Configure the time period you want to display, and then click [Show].



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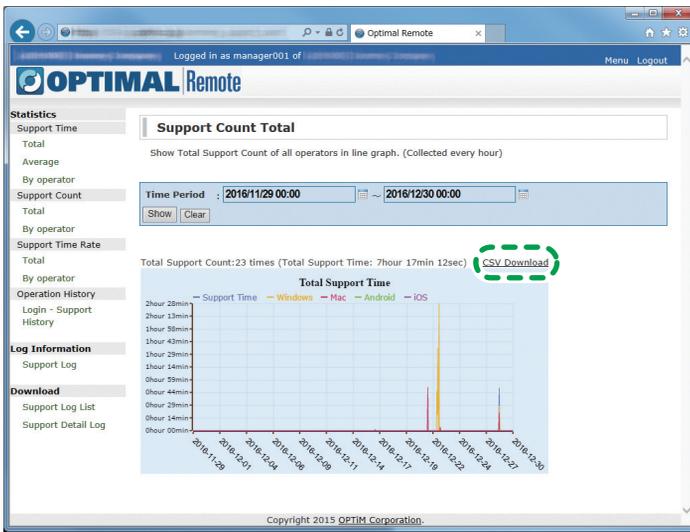
### Note

- For the procedure to display the Log screen, see page 14 "Displaying the Log Screen".
- For details about how to specify a time slot, see page 16 "Specifying a Time Slot".
- You can display the number of simultaneous logins, support incidents, and the operation rate for each time slot by moving the mouse over each line of the graph. Furthermore, you can display on a line graph the operation history for 1 hour at the longest by specifying a period of time to collect data.

# Downloading a CSV File

You can download statistical information data as a CSV file.

1. Click [Download CSV File] on the statistical information screen.



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2. Click [Open] or [Save].

**Note**

- If Microsoft Excel is installed, the output file is displayed as a Microsoft Excel file.



# 4. Checking the Support Log

Using the [Log Information] menu, you can check the support log of each operator.

Depending on when to check a support log, it may not be displayed even when support provided for a support incident is completed.

A support log is registered to the server every 10 minutes. Therefore, a support log for a support incident an operator's support is provided for may not be displayed unless 10 minutes elapse.

Furthermore, data is not completely logged if, for example, the operator or client software crashes while support is provided. To prevent this, data logging is "completed" at regular intervals.

While support is being provided, notifications for the support being provided are sent from the operator tool to the server every 10 minutes. If there has been no notification for 30 minutes or longer, data logging is forcibly ended. As this process is carried out every 10 minutes, data logging ends with delays of 50 minutes at most. (30 minutes + forced completion of data logging every 10 minutes + registering logs to the server every 10 minutes)

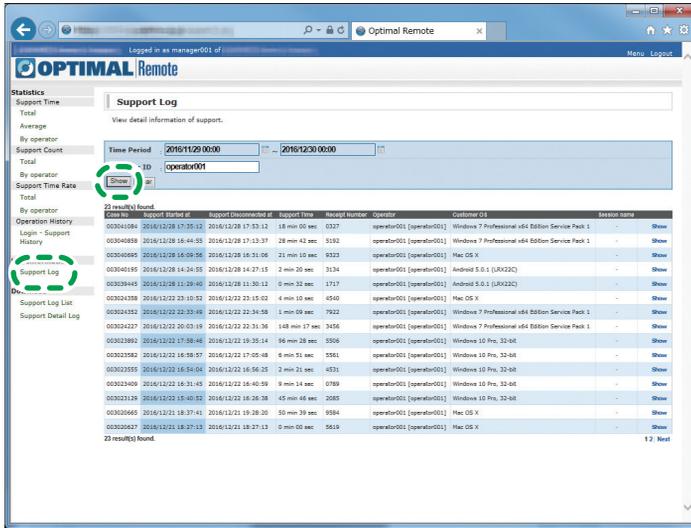
If data logging is forcibly completed, support completion time for data logging is the time of the last notification for the support being provided. Therefore, logged support time may be shorter than actual support time.

## Checking the Support Log

Items displayed in the support log are Case No, support start/completion time, support time, connection number, corresponding operator, and customer operating system.

- 1. Open the Log screen. Under [Log Information], click [Support Log]. Configure the time period you want to display, and then click [Show].**

The support log list is displayed.



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**Note**

- For the procedure to display the Log screen, see page 14 "Displaying the Log Screen".
- For details about how to specify a time slot, see page 16 "Specifying a Time Slot".

**2. Click [Show] on the right side of the support log list.**

The Details screen is displayed.

Roughly categorized, support information, customer device information, and operation log are displayed as detailed information. For some support logs, the operation log and customer device information may not be displayed.

- Customer device information  
Click to display the customer device information.

- Escalation

If an escalation (transfer) operation is performed while support is remotely provided, the Case No. corresponding to the transfer source / transfer destination is displayed. For example, when a transfer operation is performed from Case No. 01 to Case No. 02, Case No. 02 is displayed at [Transfer Destination] of Case No. 01. Conversely, Case No. 01 is displayed in [Transfer Source] of Case No. 02.

- Operation log  
Click to display the operation log.

- Remote operation

If you click this link while [Remote operation] is displayed in the operation log, the click log is displayed.

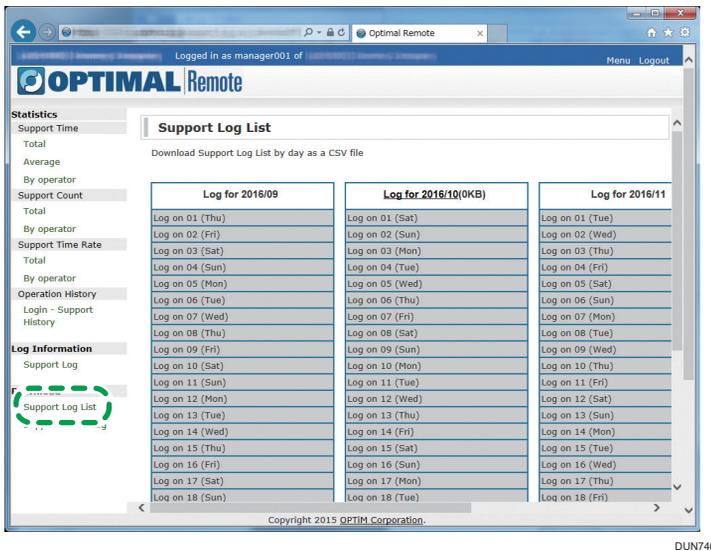
# 5. Downloading a Support Log

Using the [Download] menu, you can download the operator support list log as a CSV file and the support details log as an XML file.

## Downloading a Support List Log

You can download a daily list of the following items for each support incident as a CSV file: Case No., support start/completion time, support time, connection number, corresponding operator, and customer operating system.

1. Open the Log screen. Under [Download] on the left, click [Support Log List].



### When you want to download a log file for one-month data

Click the month you want to download.

### When you want to download a log file for one-day data

Click the day you want to download.

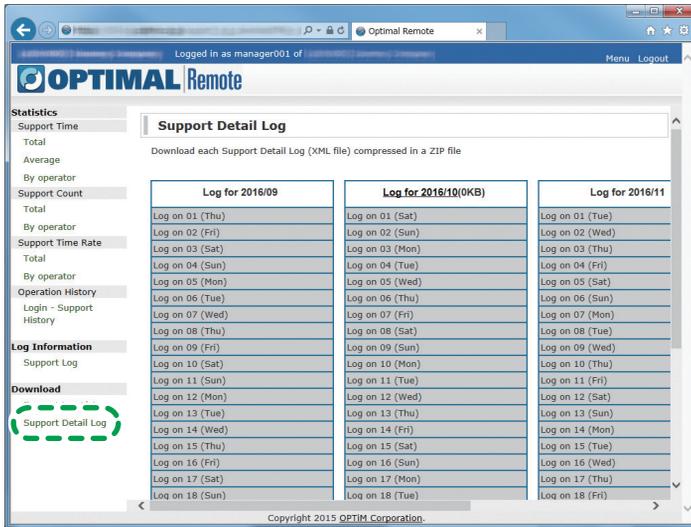
#### Note

- For the procedure to display the Log screen, see page 14 "Displaying the Log Screen".
- Grayed-out log data cannot be downloaded because there is no support log for it.
- Depending on when to download logs, log data in downloaded CSV and XML files may not be generated even when support provided for a support incident is completed. CSV and XML files are generated at 4:30 a.m. every day when support data for the previous day is collected. For example, if support is provided over two days, CSV and XML files are not generated at 4:30 a.m.

# Downloading the Details Log

You can download detailed logs in a compressed XML file for one day or month for each support incident.

1. Open the Log screen. Under [Download] on the left, click [Support Detail Log].



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## When you want to download a log file for one-month data

Click the month you want to download.

## When you want to download a 1-day log

Click the day you want to download.

### ↓ Note

- For the procedure to display the Log screen, see page 14 "Displaying the Log Screen".
- Grayed-out log data cannot be downloaded because there is no support log for it.
- Depending on when to download logs, log data in downloaded CSV and XML files may not be generated even when support provided for a support incident is completed. CSV and XML files are generated at 4:30 a.m. every day when support data for the previous day is collected. For example, if support is provided over two days, CSV and XML files are not generated at 4:30 a.m.



