

Capita



Reporting on Timelines

Professional Services

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Introduction

Timelines are very useful for completing involvements forms and sticking to time limits set by the timeline. The course shows how you can report on the timeline events to provide management reports or personal monitoring reports on the progress of all active timelines.

Course Content

- A refresher on timelines and the use of time limits.
- How communication log entries look when generated from a timeline
- Running the Scheduled task to populate the timeline reporting table
- Types of Crystal reports that can be created from the timeline such as:
 - Personal events due to expire
 - Timeline Events exceeding limits
 - Timeline events where a response has not been received to a letter or email
- **Q&A/Workshop**
Time to ask the consultant queries specific to your Local Authority