

# Webinar Series

## SmartMsg Export Queries



July 22, 2010

# Goals

- Review the “Export” function of the SM Data Import Export Tool
- Familiarize you and increase your comfort level with the export functionality
- Identify potential areas where queries may help you more effectively use and/or manage your SM system
- Provide you accessibility to some standard pre-written queries.

# On the call today ...

Pat Johnston, Project Manager

Mark Palmer, Project Manager

Jim Krueger, Professional Services Manager

Jason Major, Technical Support Services, Team Lead

Kelly Persinger, Account Manager

# Introduction

- ✓ How do I run queries?  
SmartMsg Data Import Export Tool
- ✓ Who can export queries?  
Global and Operational Admins
- ✓ Can I save and re-run queries?  
Yes. The tool allows you to save and subsequently reload queries.
- ✓ What format can I save the data in?  
Data can be saved as a .txt or .csv file.
- ✓ What are some practical uses for queries?  
Drum roll please...

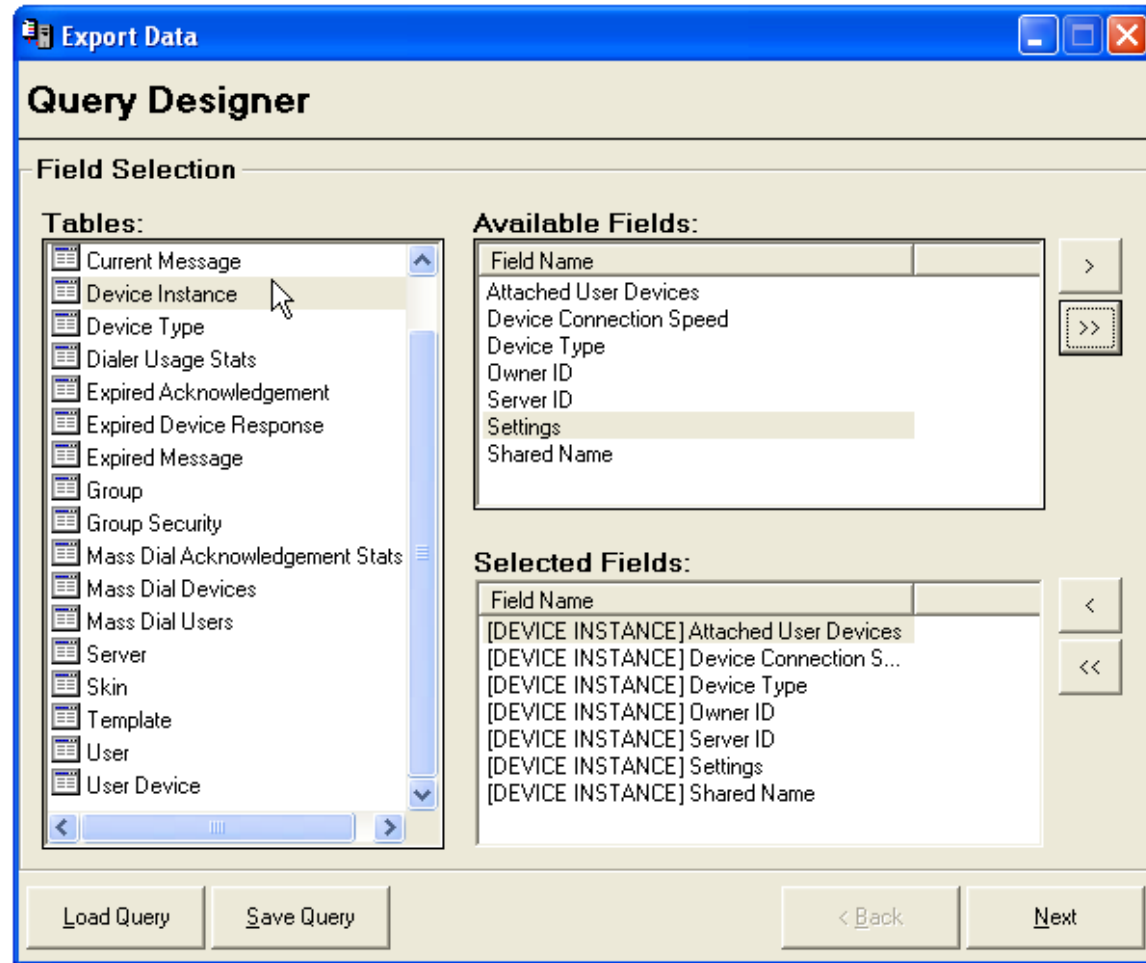
# Practical Uses

1. Identifying and correcting present data issues  
(ex. device data)
2. Proactively review to ensure system data aligns  
with current environment (ex. group membership)
3. Post-incident review  
(ex. message acknowledgements)
4. System Audits for readiness completeness  
(template list)

# Query Components

## Tables & Fields

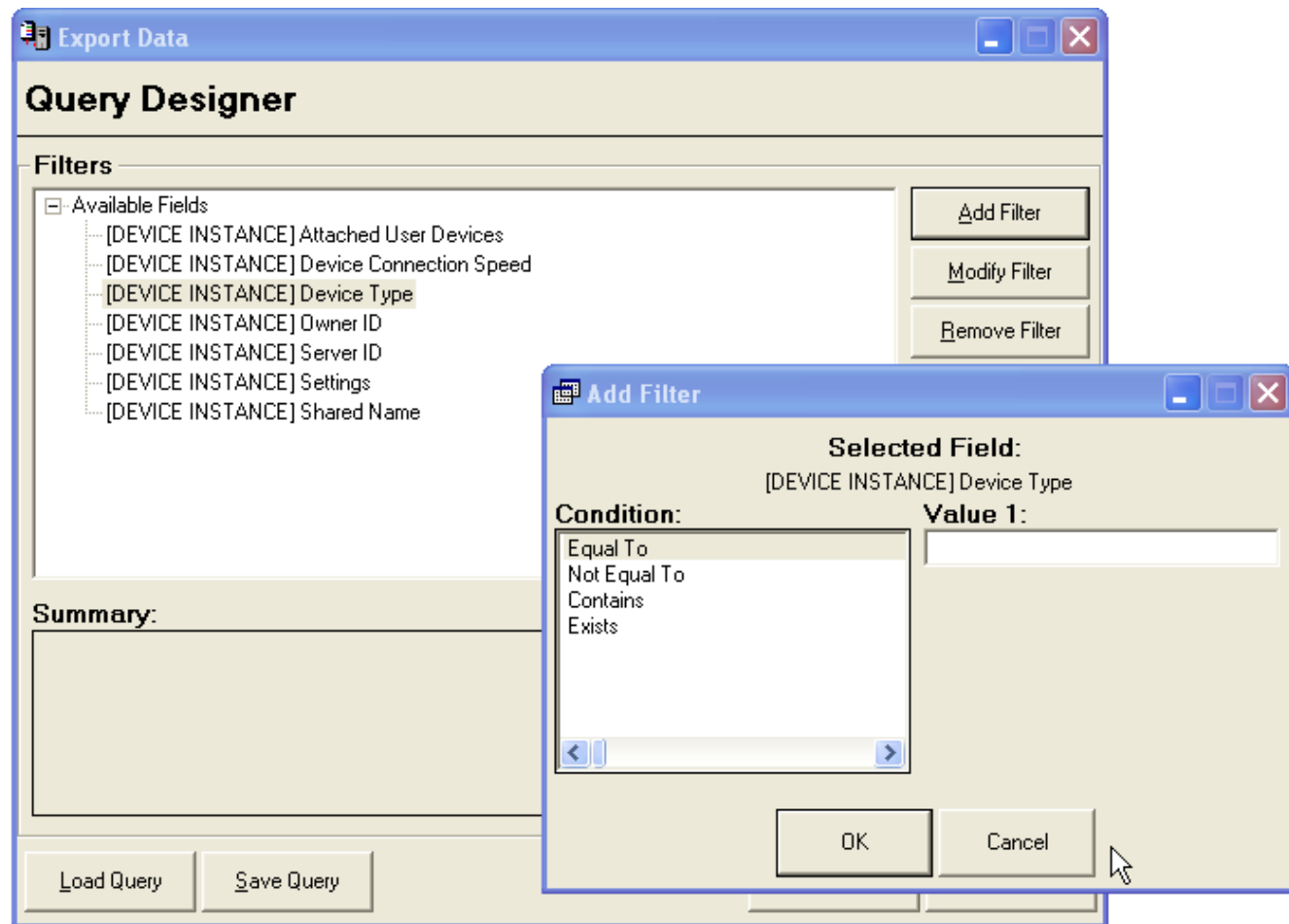
1. Tables
2. Fields
3. Filters
4. Destination



# Query Components

## Filters

1. Tables
2. Fields
3. Filters
4. Destination



# Query Components

## Destination

1. Tables
2. Fields
3. Filters
4. Destination

**Export Data**

**Query Designer**

**Output Result Set to:**

- Screen
- XML Document
- Delimited Text File
- Include Header Information
- Separate By
- Printer

**Return Row Count:**

- None
- Only Return Count
- Include Count at End of Data

# Building a Query

## Putting the Components Together

1. Select a table and select one or more fields from that table.
  2. Optionally, select a second table and desired fields from that table.
  3. Optionally, add field filters to narrow the search and streamline the data.
  4. Select the destination: screen for quick viewing and/or a .csv file for manipulation and later review.
- ❖ So, which data can be combined...?

# Table Relationships

## **SM Tables That Can Interact** (User Guide, Appendix C)

If the first table selected is:

**“User”** table:

- + “Groups” table: Retrieves all the groups this user is a member belongs to.
- + “User Device” table: Retrieves all the user devices this user is associated with.
- + “Device Instance” table: Retrieves all the device instances this user is associated with.

# Table Relationships

(continued)

If the first table selected is:

“User Devices” table:

- + “Device Instance” table: Retrieves each device instance (could be multiple instances) of these user devices
- + “Device Instance” + “Device Type” tables: Retrieves the device instances of these user devices and also what kind of device it is (Windows Client, Radio Client, phone number, fax, camera, etc.)
- + “User” table: Retrieves all the users this device is associated with
- + “Server” table: Retrieves the server information this module is attached to

# Table Relationships

(continued)

If the first table selected is:

**“Device Instances”** table:

- + “Device Type” table: Retrieves the device type information for the Device Instances
- + “User Device” table: Retrieves the user device information for the Device Instances
- + “User” table: Retrieves all the users associated with the Device Instances

If the first table selected is:

**“Groups”** table:

- + “Group Security” table: Retrieves group security information for the groups

# Practical Uses (revisited)...

let's take a look!

1. Identifying and correcting present data issues  
(device data)
2. Proactively review to ensure system data aligns  
with current environment (group membership)
3. Post-incident review (message acknowledgements)
4. System Audits for readiness completeness  
(template list)

# Standard Sample Queries

FS Codespear has created the following “standard” queries. We can send any that may be applicable.

Simply place in a directory, use the tool to browse to and select it. It is recommended to save it in the default location with your other queries:

C:\Program Files\Codespear\SmartMSG\DataImportExport\My Saved Files

Queries Creation Credit: Mark Palmer

Name
Groups_Member List
Mass Dial-Opted Out
Mass Dial-SMS Phones and Providers
Messages_Current-Recipients and Response
Messages_Expired-Recipients and Response
Users_Admin Level Report
Users_Allowed to Chat and Send
Users_Allowed to Chat
Users_Allowed to Send
Users_Devices
Users_Devices_No Response Rule Report
Users_Disabled Device Report
Users_Full Function Users
Users_Group Assignments (individual selects)
Users_Group Assignments
Users_Recipient Only Users
Users_School
Users_SMS Cellphone Numbers
Users_SMS Cellphone Providers
Users_SMS Pager Numbers
Users_SMS Pager Providers
Users_Templates and Custom Responses

# Questions / Roundtable

From the participants:

- Are there other examples of common uses?
- Are there additional insights?

# Want More Information?

## Technical help

- ✓ F1 help
- ✓ Documentation repository
  - ❑ [www.codespear.com/HelpCentral.asp](http://www.codespear.com/HelpCentral.asp)
- ✓ Contacting Technical Support
  - ❑ Email – [support@codespear.com](mailto:support@codespear.com)
  - ❑ Web – [www.codespear.com](http://www.codespear.com)
  - ❑ Phone – always call main # and press option for Tech Support  
248-644-1090 / Option 3

# Thank you!

Thank you for your participation today, ...  
your feedback is appreciated.

Web Survey <http://www.surveymonkey.com/s/BVWVQXG>

Email [csinfo@federalsignal.com](mailto:csinfo@federalsignal.com)