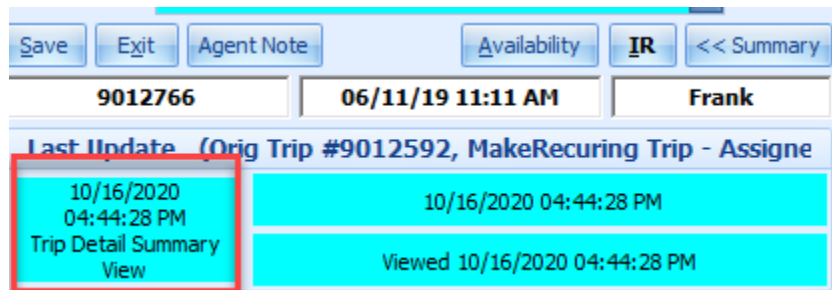


Tech Tip Tuesday—October 20, 2020

Trip Touch Log and filtering

As most of you probably know, Livery Coach keeps a log of all actions done to a trip, even if no changes are made. As we tell new users in training, now people can't hide.

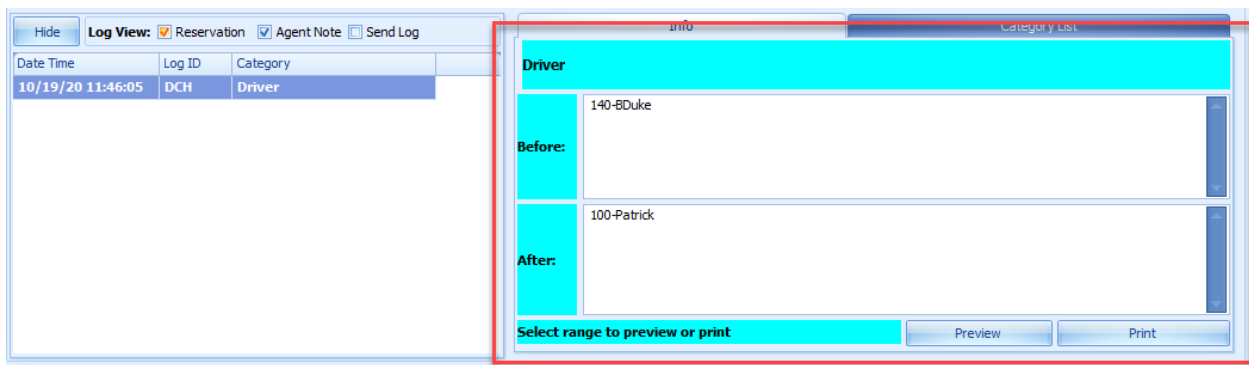
When you open a trip, generally the last thing done to that trip shows up in the Last Update box, which generally is the Trip Detail Summary View (since that's normally what opens when you open a trip).



Be that as it may, the juicy part is when you double-click on that box, and it opens up the whole touch log, with the most recent entry on top and the oldest entry at the bottom (which would be the first thing that happened to the trip after you saved it initially).

When you are trying to untangle a trip that went wrong, the touch log lets you step through exactly what happened from beginning to end, by working your way up from the bottom. You can see exactly what was viewed (or not viewed) in a trip, and what changes were made (with before and after).

By clicking on an entry, the box or boxes on the right show the Before and the After, as shown in the screen shot of a driver change below.



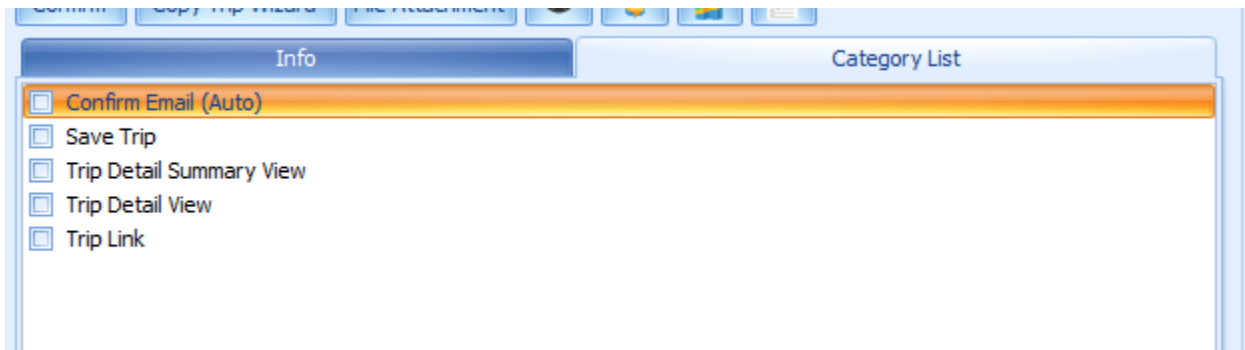
If you have a trip that has been opened a lot, though, there might be a lot of entries to wade through. And especially if you are in a hurry, that can be tedious.

Luckily, you can filter these entries out, so you can find what you are looking for. When the touch log is open, simply click on the Category List tab.

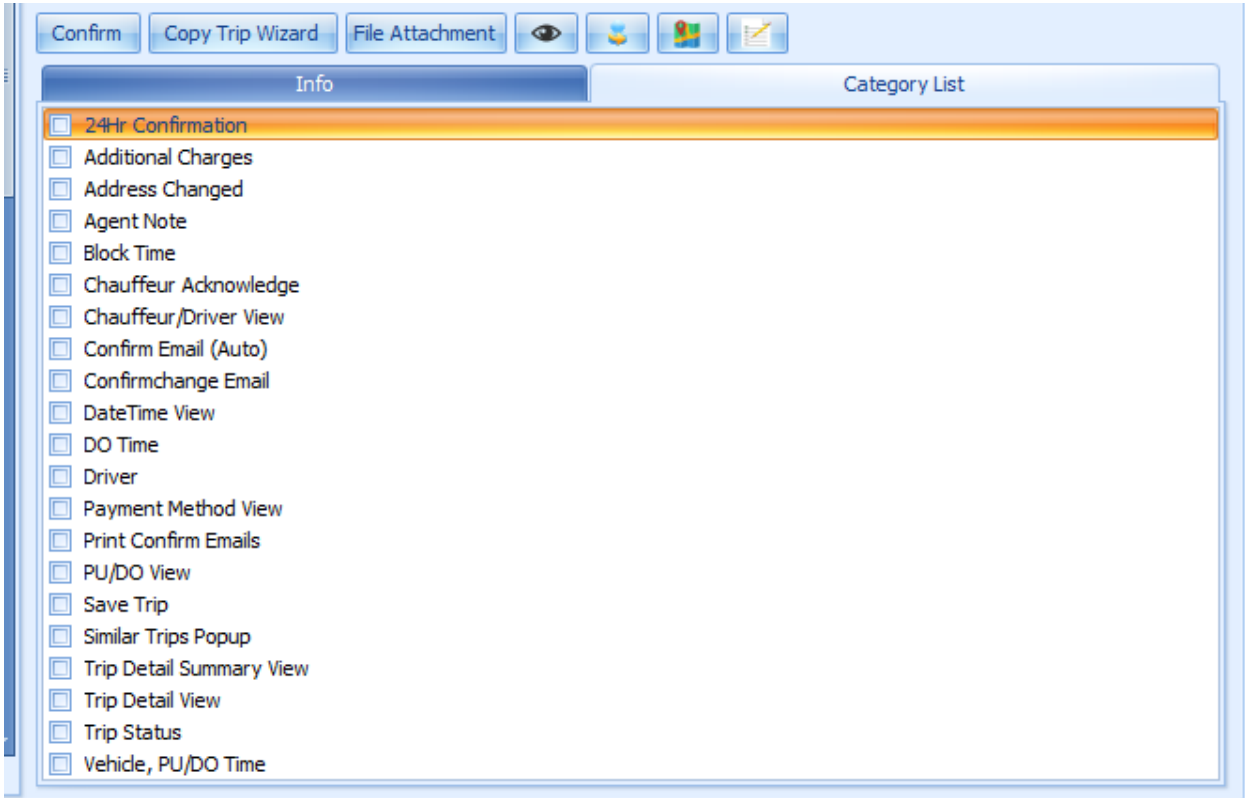
Date Time	Category	Log ID
10/19/20 11:17:24	Save Trip	sysadmin
10/19/20 11:17:23	Trip Status	sysadmin
10/19/20 11:17:23	Chauffeur Acknowledge	sysadmin
10/19/20 11:17:23	Driver	sysadmin

On this tab, you will see every category for which there is at least one entry in the Touch Log. (If a category is missing, then nothing has happened yet in that category.)

For example, in the example below, you can see that there are no entries for Status, or Driver. That's because this was taken from a future trip, so very little has happened to it.



If the trip is a current or done trip, then it's more likely there will be more entries, as shown below.



By clicking one or more of the boxes, you can filter out the results to see just what you want. For example, below is a screen shot before a filter is applied.

Date Time	Category	Log ID	U
10/19/20 11:24:14	Trip Detail Summary View		
10/19/20 11:24:14	Trip Detail View		
10/19/20 11:20:40	Trip Detail View		
10/19/20 11:17:24	Save Trip		
10/19/20 11:17:23	Trip Status		
10/19/20 11:17:23	Chauffeur Acknowledge		
10/19/20 11:17:23	Driver		
10/19/20 11:17:16	Chauffeur/Driver View		
10/19/20 11:16:29	Trip Detail Summary View		
10/19/20 11:16:28	Trip Detail View		
10/16/20 10:14:06	Trip Status		
10/16/20 09:59:40	Trip Detail View		
10/16/20 09:59:38	Save Trip		
10/16/20 09:59:38	Chauffeur Acknowledge		
10/16/20 09:59:32	Trip Detail Summary View		
10/16/20 09:59:32	Trip Detail View		
10/16/20 09:24:49	Trip Detail View		
10/16/20 09:24:46	DateTime View		
10/16/20 09:24:36	Trip Detail Summary View		
10/16/20 09:24:35	Trip Detail View		
10/16/20 08:41:22	Trip Detail View		
10/16/20 08:41:14	Trip Detail Summary View		

Now, if I check on, say, Driver, Chauffeur Acknowledge, and Chauffeur/Driver View, my list is much shorter, which can make it faster and easier to find what I am looking for.

Hide
Log View: Reservation Agent Note Send Log

Date Time	Category	Log ID	U
10/19/20 11:17:23	Chauffeur Acknowledge		1
10/19/20 11:17:23	Driver		1
10/19/20 11:17:16	Chauffeur/Driver View		1
10/16/20 09:59:38	Chauffeur Acknowledge		1
10/14/20 14:15:33	Chauffeur Acknowledge		1
10/14/20 14:15:33	Driver		1
10/14/20 14:15:22	Chauffeur/Driver View		1

Confirm
Copy Trip Wizard
File Attachment
👁
🔄
📄
📧

Info
Category List

- 24hr Confirmation
- Additional Charges
- Address Changed
- Agent Note
- Block Time
- Chauffeur Acknowledge
- Chauffeur/Driver View
- Confirm Email (Auto)
- Confirmchange Email
- DateTime View
- DO Time
- Driver
- Payment Method View
- Print Confirm Emails
- PU/NO View

Note that this information is also available for a period of time for archived trips. Simply open the archived trip and select the System Log and Agent Notes tab. The filter selection window is at the bottom.

File Additional Trip Info

Pick Up / Drop Off Payment Driver Pay Details Trip Notes

Trip Notes & Confirmation Agent Notes System Log & Agent Notes Print Option

Date Time	Log ID	Category	From Data	To Data	User LocalTime
09/25/2020 14:22		Save Trip		Saved	09/25/2020 14:22:10
09/25/2020 14:22		Trip Detail Summary View		Viewed	09/25/2020 14:22:10
09/25/2020 14:22		Agent Note		res via email	09/25/2020 14:22:15
09/25/2020 14:22		Print Confirm Emails			09/25/2020 14:22:31
09/25/2020 14:22		Confirm Email		Transportation Confirmation # [redacted] 1 For 0 - sent via LCCOMM	09/25/2020 14:22:33
09/25/2020 14:22		Email Confirmation Clear	Continue to clear all auto send?	YES	09/25/2020 14:22:38
09/25/2020 14:23		Passenger View		Viewed	09/25/2020 14:23:11
09/25/2020 14:23		Passenger Changed	PassName: [redacted]	PassName: [redacted]	09/25/2020 14:23:12
09/25/2020 14:23		Passenger(s)	1	1	09/25/2020 14:23:12

24Hr Confirmation Chauffeur ID Landed Time Sale PayFlowPro Tran
 Additional Charges Chauffeur/Driver View Passenger Changed Save Trip
 Address Changed Confirm Email Passenger View Send Trip Status
 Agent Note Dispatch Note Passenger(s) Special Gratuity
 Assigning Chauffeur Email Pickup/DropOff Date/Time Trip Detail Summary
 Auto Email Email Confirmation Clear Print Confirm Emails Trip Detail View
 Chauffeur Acknowledge Flight Status Process Trip Trip Link
 Chauffeur Direct Gate Time PU/DO View Trip Status

Refresh

To keep your database from getting unmanageably large, the system log for archived trips is automatically purged by your lccomm after a period of time (typically about 2 years). If want a different retention period, please let our support team know and we can change this for you.