

VISIT DELETION AUDIT

Tools > Reports > Business > Visit Deletion Audit

The Visit Deletion Audit displays a list of Walk-in Manager visits that were deleted within the selected date range. For each visit, you can view information such as the client's name, the date and time of the deletion, the employee who the service was allocated to, and the employee who deleted the visit. The report also displays the reason for the deletion, which can assist you in understanding why the client did not stay for the full duration of the visit. At the end of the report, you can view the total number of deletions for each deletion status (e.g. no shows, walkouts). This report can assist you with developing new strategies to reduce future visit deletions.

VISIT TIME

The date and time when the visit started.

CLIENT

The name of the client whose visit was deleted.

EMPLOYEE

The employee who the visit was allocated to. The employee will not be displayed for walkouts (i.e. clients who walked out before the service started).

DATE/TIME

The date and time when the visit was deleted.

DELETED BY

The employee who was logged on to the system when the visit was deleted.

DELETION STATUS

The deletion status indicates the status that was selected when the visit was deleted (e.g. no show), or the stage of the visit the deletion occurred in (e.g. POS).

Visit Deletion Audit									
From		Friday, 11 March, 2016							
To		Friday, 11 November, 2016							
Time Period		246 Days (35.1 Weeks)							
Business									
Date/Time of Deletion	Deleted By	Deletion Status	Visit Time	Client	Employee	Service	Reason		
23/03/2016 11:35AM	Anna	Walkout	23/03/2016 11:09AM	Paul Simons	N/A	N/A	Wait time too long		
23/03/2016 11:35AM	Anna	Walkout	23/03/2016 11:08AM	Raymond Landry	N/A	N/A	Wait time too long		
1/04/2016 8:28AM	Anna	Removed at POS	1/04/2016 8:28AM	Bianca Lopez	Anna	Conditioning Treatment	Wait time too long		
24/05/2016 9:57AM	Anna	Removed at POS	24/05/2016 9:56AM	#WALK IN	Anna	Blowdry	Wait time too long		
2/08/2016 2:55PM	Anna	Walkout	2/08/2016 2:44PM	#WALK IN	N/A	N/A	Wait time too long		
2/08/2016 2:55PM	Anna	Walkout	2/08/2016 2:44PM	#WALK IN	N/A	N/A	Wait time too long		
9/08/2016 11:11AM	Anna	Walkout	9/08/2016 11:11AM	#WALK IN	N/A	N/A	Wait time too long		
11/08/2016 10:53AM	Anna	In Service Walkout	11/08/2016 9:18AM	#WALK IN	Chris	Legs Only Tan	Wait time too long		
23/08/2016 12:21PM	Anna	Removed at POS	23/08/2016 12:20PM	Steph Brown	Anna	Blowdry	Wait time too long		
1/11/2016 4:05PM	Anna	Removed at POS	1/11/2016 4:02PM	James King	Lucy	Mens Clipper Cut	Wait time too long		

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SERVICE

The service that was selected. Service details will not be displayed for walkouts (i.e. clients who walked out before the service started).

REASON

The selected reason for the deletion.