

# Crystal Reports Workshop

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## Course Description

This instructor-led, hands-on course provides students with the tools needed to write custom reports using the Global Software databases for CAD and Records. Each student will write a basic report, select the data table, fields, formatting and learn to incorporate a basic chart into the report.

## Course Length

3 Days, 2 of which are in a structured and formalized Crystal Reports class and 1 day with a Global trainer focusing on accessing the Global CAD and/or Records databases.

## Class Size

6 Students Maximum

## Prerequisites

- Basic MS and Windows Computer Skills
- Basic knowledge of Global Software products
- Access to Crystal Reports

## Audience

This course is intended for System Administrators and Supervisors of the Computer Aided Dispatch or Records Management System.

## Course Materials

The student kit includes a comprehensive workbook and other necessary materials for this class.

## At Course Completion

After completing this course, students will be able to:

- Access the Global Dispatch and Global Records databases with Crystal Reports
- Create a Report
- Display Specific Report Data
- Group Report Data
- Build Formulas
- Format Reports
- Build Cross Tabs
- Add Sub Reports
- Enhance Report Processing using SQL