POWER USER GUIDE FOR REPORTING

CSI Lawyer 12.0

Updated March 2024

CONTENT

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1. REPORTING IN CSI LAWYER

The basic idea of CSI Lawyer is that any information which is saved in the software can also be reported.

According to the user's need, the CSI Lawyer data can be reported and analysed by using the illustrative dashboards, system views, interactive pivot reports or traditional bookkeeping reports to be printed.

For normal CSI users, the easiest way to access reporting data is through the illustrative dashboards. The dashboard charts offer the up-to-date status of the key measures for different user groups at a glance.

The multiple CSI Lawyer views also serve the reporting needs of normal CSI users. With the predefined filtering options, they offer desired subsets of the entire data, for example of matters, customers, or registered transactions.

The financial management, partners, and team managers may have a need to analyse the data more in detail. For this purpose, we recommend using interactive pivot reports, which enable viewing and analysing the data from different perspectives. Since law firms need to monitor what gets achieved with the work input, most pivot reports concerns work efficiency. There is a report to monitor invoicing by users, another for their hourly performance and the third to see the status by legal practices.

The traditional printable reports primarily serve the needs of accounting and business management. They enable monitoring data combined from several different datasets. When the software is deployed, the customer is provided with a basic set of reports that have proven useful. If necessary, they can be complemented with customized reports.

This document focuses on instructing the use of views and pivots and listing the available pivots and print reports. The use of the views from a normal user's perspective is described in the "CSI Lawyer – Guide for Basic Functions" document. To read about dashboards, please see the "CSI Dashboards – CSI Lawyer 11.0" document.

2. VIEWS

CSI Lawyer offers a variety of standard views that can be used for reporting needs. With the predefined filtering options, they offer desired subsets of the entire data, for example of matters, customers, or registered transactions. All users can also make temporary changes to the views and export the desired list to excel, print it, or attach it as a PDF to an email.

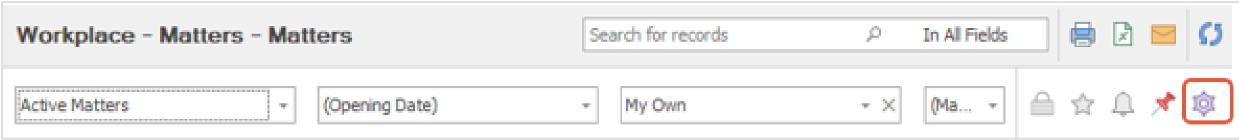
Changes that can be made in views either temporarily or permanently are as follows:

- Adding or removing columns
- Changing the width or order of the columns
- Editing or removing the sorting and grouping of data in the view

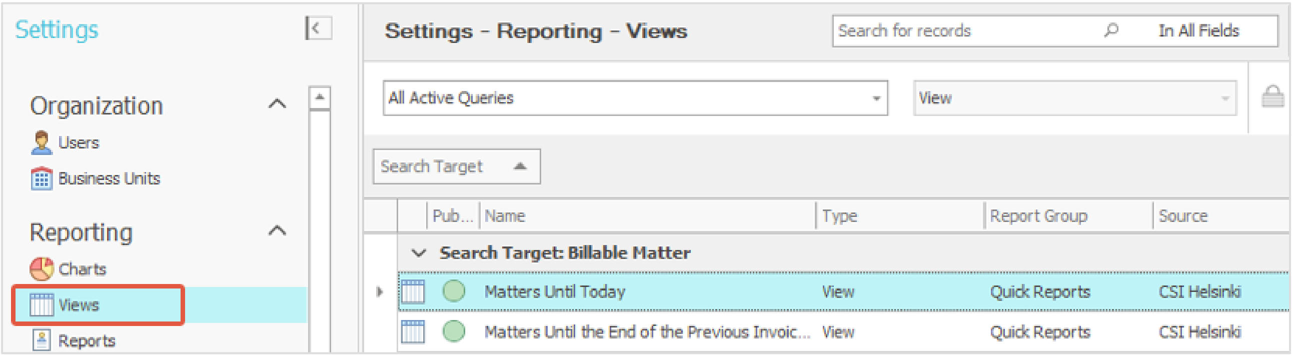
In addition to the changes above power users can create new views to the software by using existing ones as templates. When creating new views, it is possible to add or edit conditions defining which data is displayed in the view.

Editing views

Power users can make to the views permanent changes which will take effect for all CSI users. In this case, editing the view is possible directly in the selection list, where selecting the gear button opens the editing window.

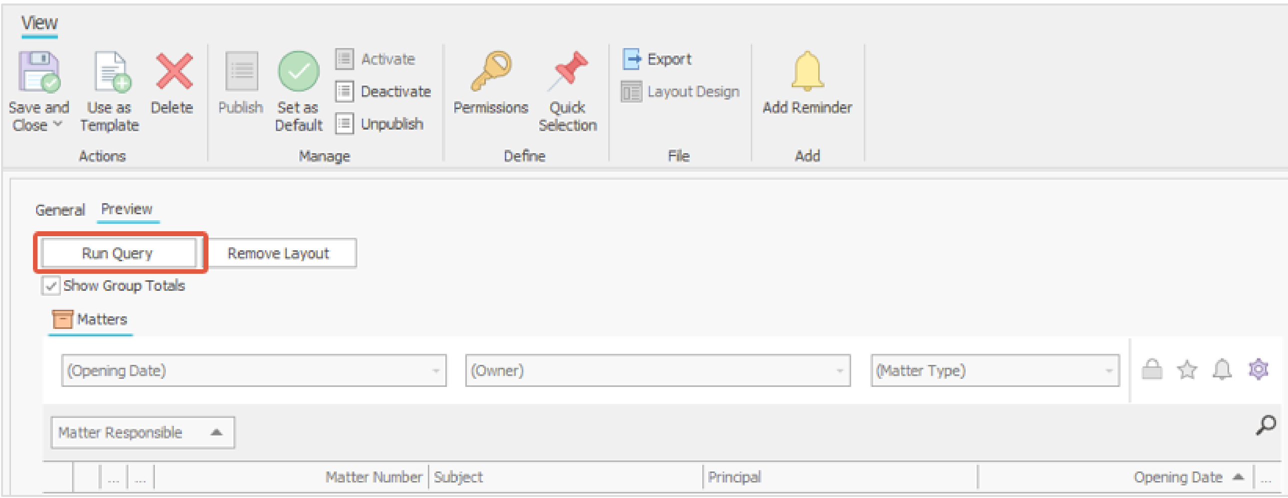


You can also open the view to the editing window by going to the Settings area > Reporting > Views folder. Search the view you wish to edit and double-click on the row to open the editing window.

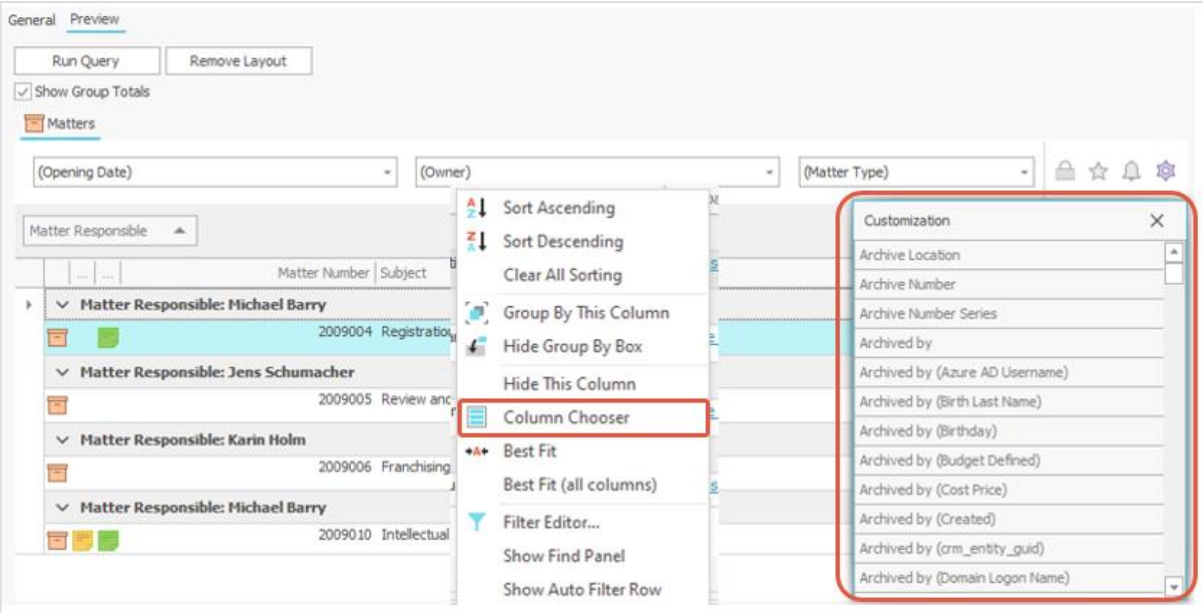


Once you've opened the view for editing, do as follows:

1. Go to the Preview tab and select Run Query to get some data into the view.

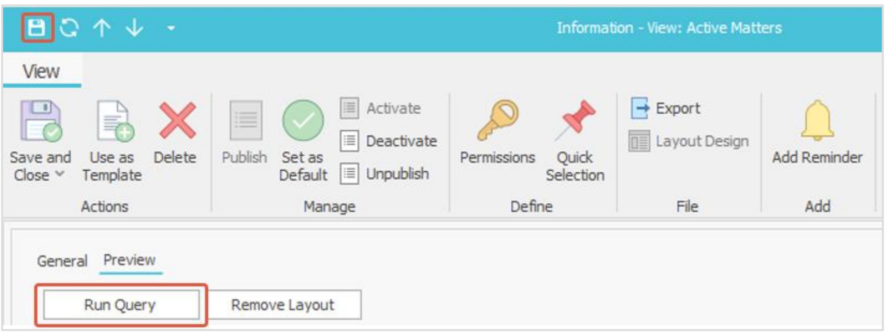


2. If you want to add columns to the view, right-click on a column header and, in the menu that opens, choose "Column Chooser". The software will open a list of all columns available for adding add to the view.

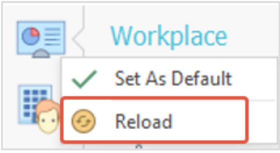


3. To add a column to the view, select the header and drag it to the view. You can change location of the columns by dragging the column headers in the view. Change how the information is grouped or delete the grouping by dragging the column header down next to the other column headers.

4. If you like to permanently adjust column widths, do it by selecting the column header and dragging it as wide as you like the column to be.
5. To preview the changes you've made, save the view by selecting the little Save button in the upper left corner of the window and the Run Query button.



6. Once you have made the changes, select the Save and Close button. The changes will now be visible for all users that have access to the view. Note that for the changes to be visible you need to restart the software or reload the area where the view is.



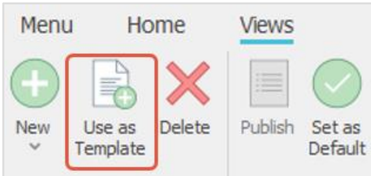
Create a new view

In addition to editing existing views, you can create new views by using an existing one as a template. When choosing a view to work with, it's important to pay attention to the source of the view:

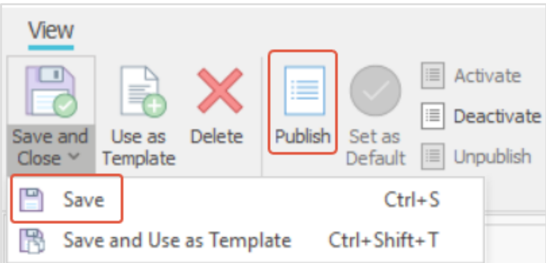
- CSI Helsinki; means that the view is a standard software view and for example bug fixes published by CSI will affect the view automatically.
- Own; means that the view has been made by someone at your office or from CSI Support by utilizing the basic database tables available.
- Customized; means that the view either uses a customized database table as a source of data or has some other customized functionality.

It's always best to use a standard view as a template. This way you ensure that the view is stable and supported by the software version since only standard software views are updated with bug fixes.

Create a new view as follows:



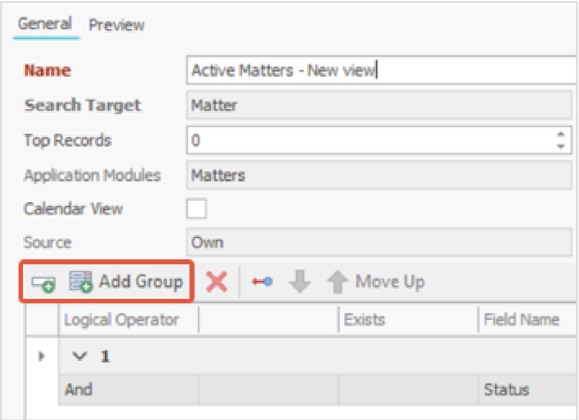
1. Go to the Settings > Reporting > Views.
2. Select a view and "Use as Template".
3. The software opens a view window that is a copy of the view you chose to use as a template. Give the view a new name that describes the content of the view and save it by selecting the little Save button in the upper left corner.
4. Now you can add, edit, or remove conditions that affect the data to be listed in the view.
5. When you're ready with editing the view, save the view and publish it.



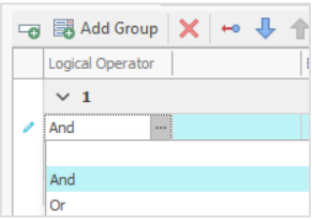
6. Once the users restart the software or reload the area, the view will be visible for all users having access to the folder where the view is in case no user rights have been defined for the view.

Edit and add new conditions to the view as follows:

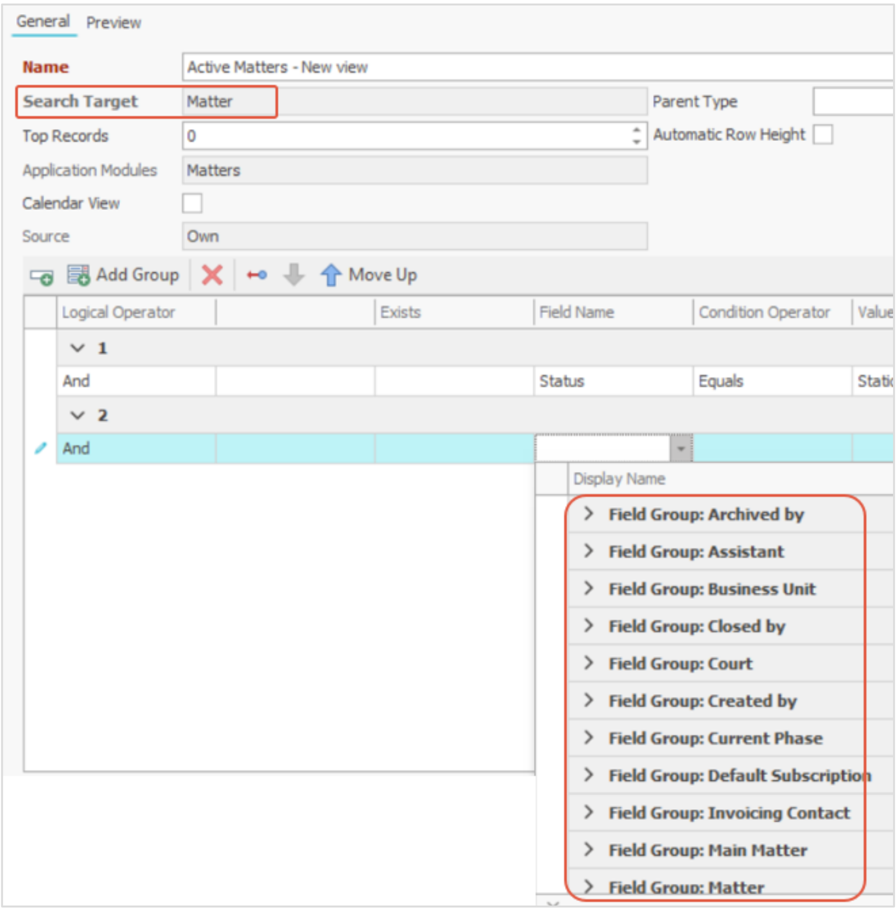
1. Select the Add button in the left to add a new condition and the Add Group button to add a new group of conditions. You can delete a condition by selecting the red cross button and change the order of conditions by using the arrows.



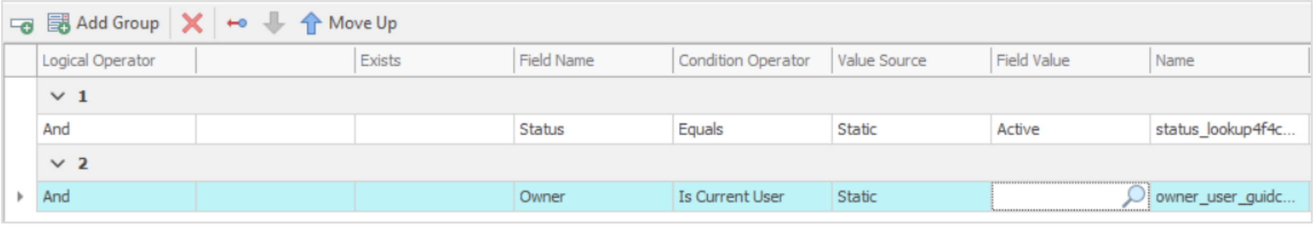
2. Select the Logical Operator for the condition:



3. Move on to select a field that you want to use for filtering the data. Depending on the search target of the view, the available field groups will differ. Click on a field group to get a list of all fields belonging to that group. For example, if you want to filter the data based on the matter's owner, select the Field Group: Matter and Owner.

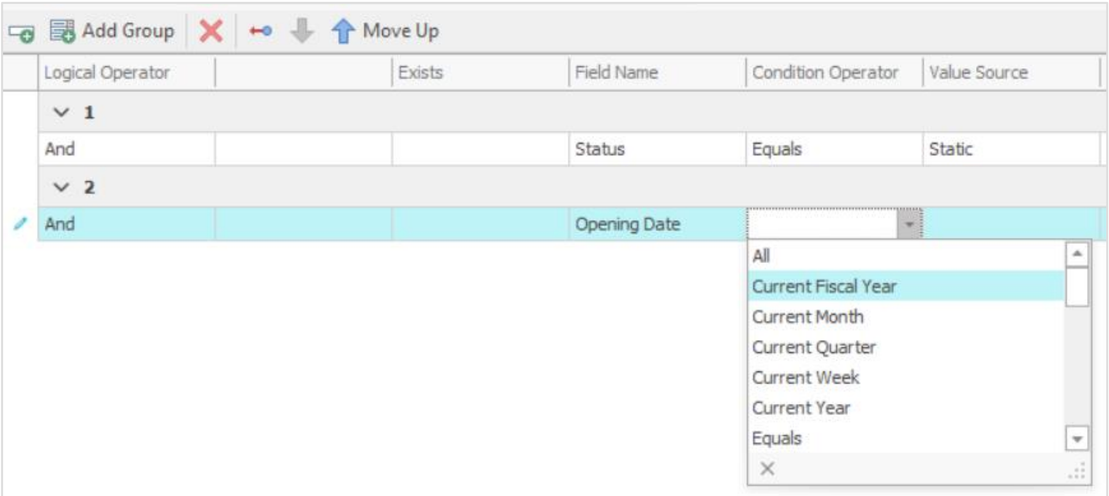


4. After this, you can select the data to be shown in the view based on the matter owner. For example, to only show matters where the current user is owner, select “Is Current User” as the Condition Operator and “Static” as the Value Source. The condition should now look as follows:



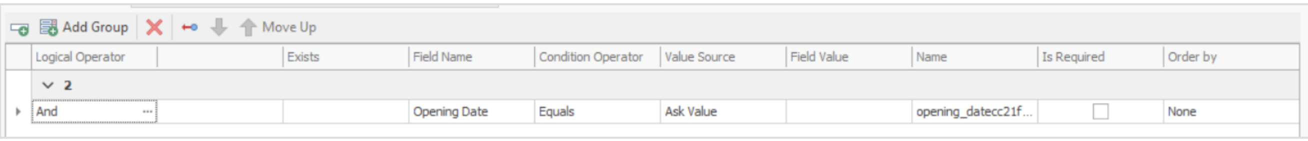
Logical Operator		Exists	Field Name	Condition Operator	Value Source	Field Value	Name
1							
And			Status	Equals	Static	Active	status_lookup4f4c...
2							
And			Owner	Is Current User	Static		owner_user_guidc...

5. To filter data shown in the view by date fields, select a date field in the Field Name column. And select as a Condition Operator a filter that suits your reporting purposes.



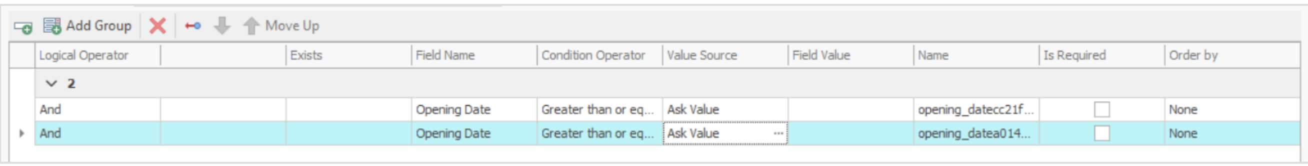
Logical Operator		Exists	Field Name	Condition Operator	Value Source
1					
And			Status	Equals	Static
2					
And			Opening Date		

6. If you want the user to select a specific date as the opening date, set the Condition Operator to be “Equals”.



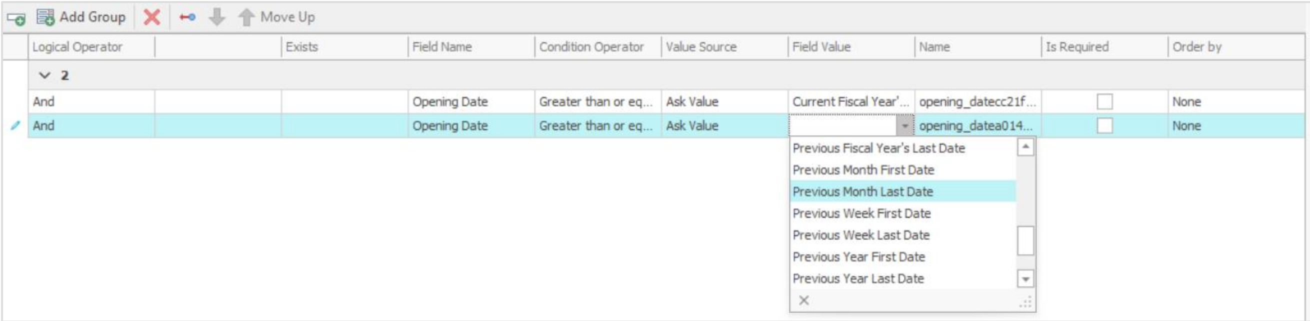
Logical Operator		Exists	Field Name	Condition Operator	Value Source	Field Value	Name	Is Required	Order by
2									
And			Opening Date	Equals	Ask Value		opening_datecc21f...		None

7. If you want the user to be able to set a date range, create the conditions as follows:

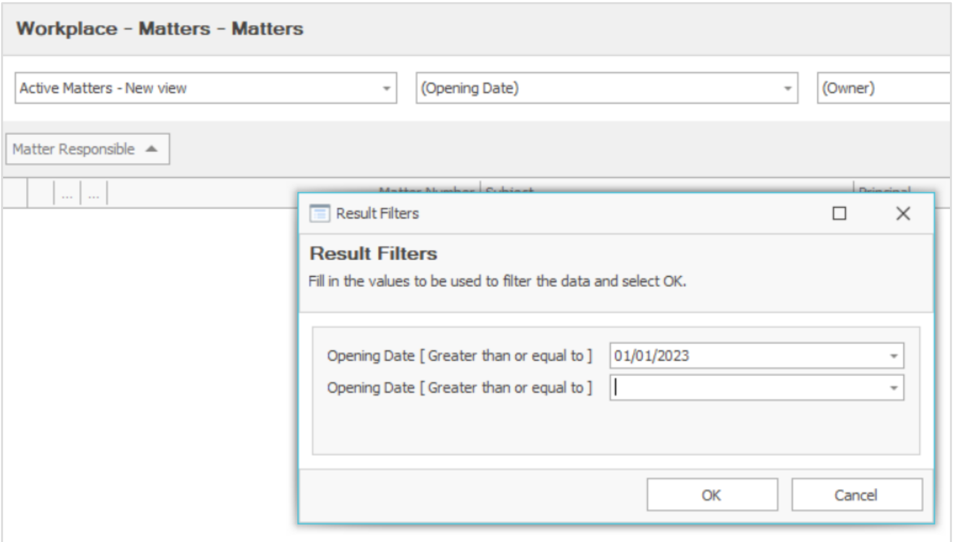


Logical Operator		Exists	Field Name	Condition Operator	Value Source	Field Value	Name	Is Required	Order by
2									
And			Opening Date	Greater than or eq...	Ask Value		opening_datecc21f...		None
And			Opening Date	Greater than or eq...	Ask Value		opening_datea014...		None

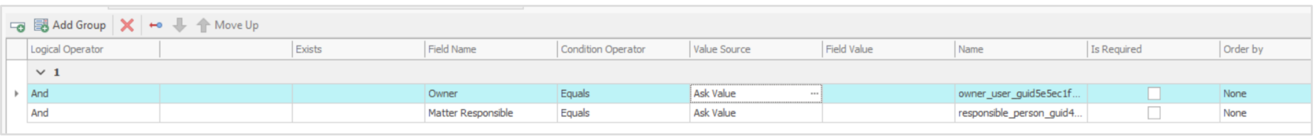
8. You can also choose to prefill the date range by filling in the Field Value for one or both conditions:



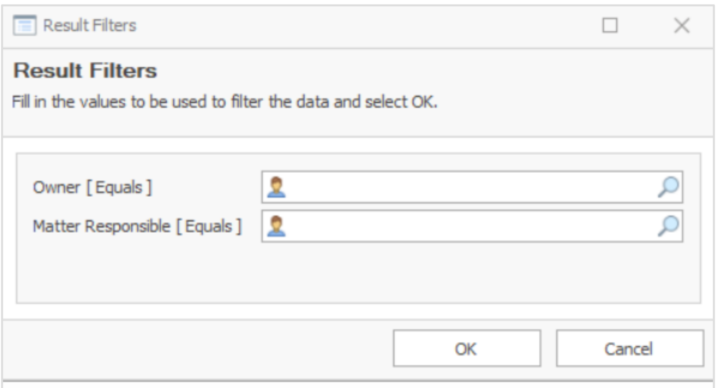
9. When the user selects the view, the software will ask for the values you've set as above conditions:



The Ask Value as Value Source can also be used in case you want to have a view where a specific matter owner or matter responsible is selected. For this, the conditions are set as follows:



And when the view is opened, the user needs to select a specific user as matter owner and/or responsible:



3. PIVOTS

The interactive pivot reports enable you to combine data from multiple data tables and flexibly view it from different perspectives. The analysis of data is easy; you can simply drag and drop new fields to the report, change their order, and define different filters. All the pivots available in the Reports folder can be freely edited for your needs. Permanent changes to them can only be made in the settings area of the software.

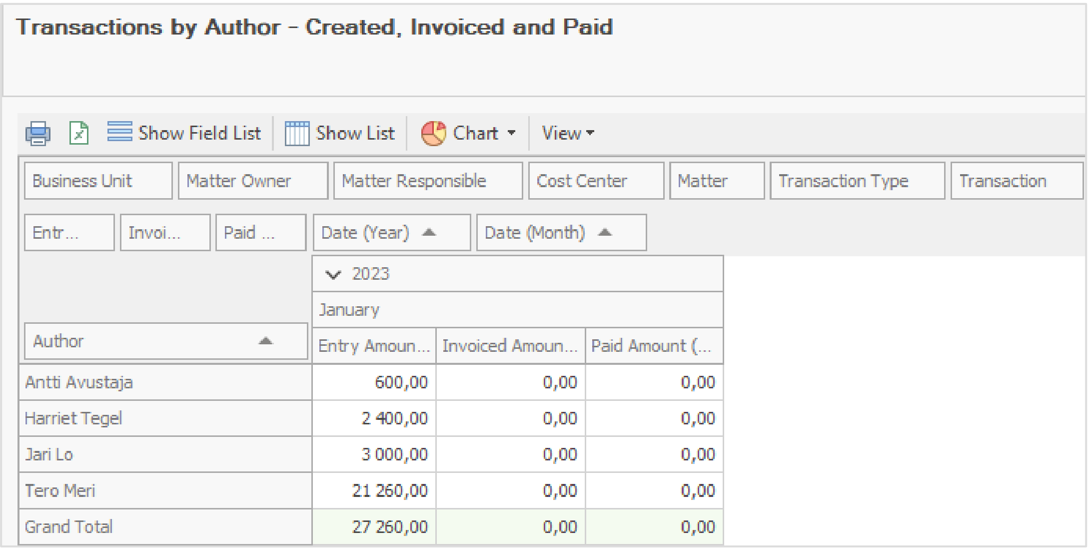
The pivot reports are based on the basic CSI Lawyer views (20-30 views) and the views which combine data from several transaction or expense views (e.g. registered, invoiced and paid transactions). If required, the power user can open an individual pivot in the settings and check which view it uses. The information can be found in the “Database table or view” field.

The most versatile pivot reports in CSI Lawyer are "Transaction Summary – Created, Invoiced and Paid" and "Invoiced Transactions - Discounts, Credits and Adjusted Prices ".

Both these pivots are transaction-based and retrieve a large amount of data, so opening them may take a while. CSI Lawyer also offers many other pivots which are based on these same basic reports. However, to facilitate users’ work and to limit the amount of data, they have been pre-filtered.

Editing content of pivots

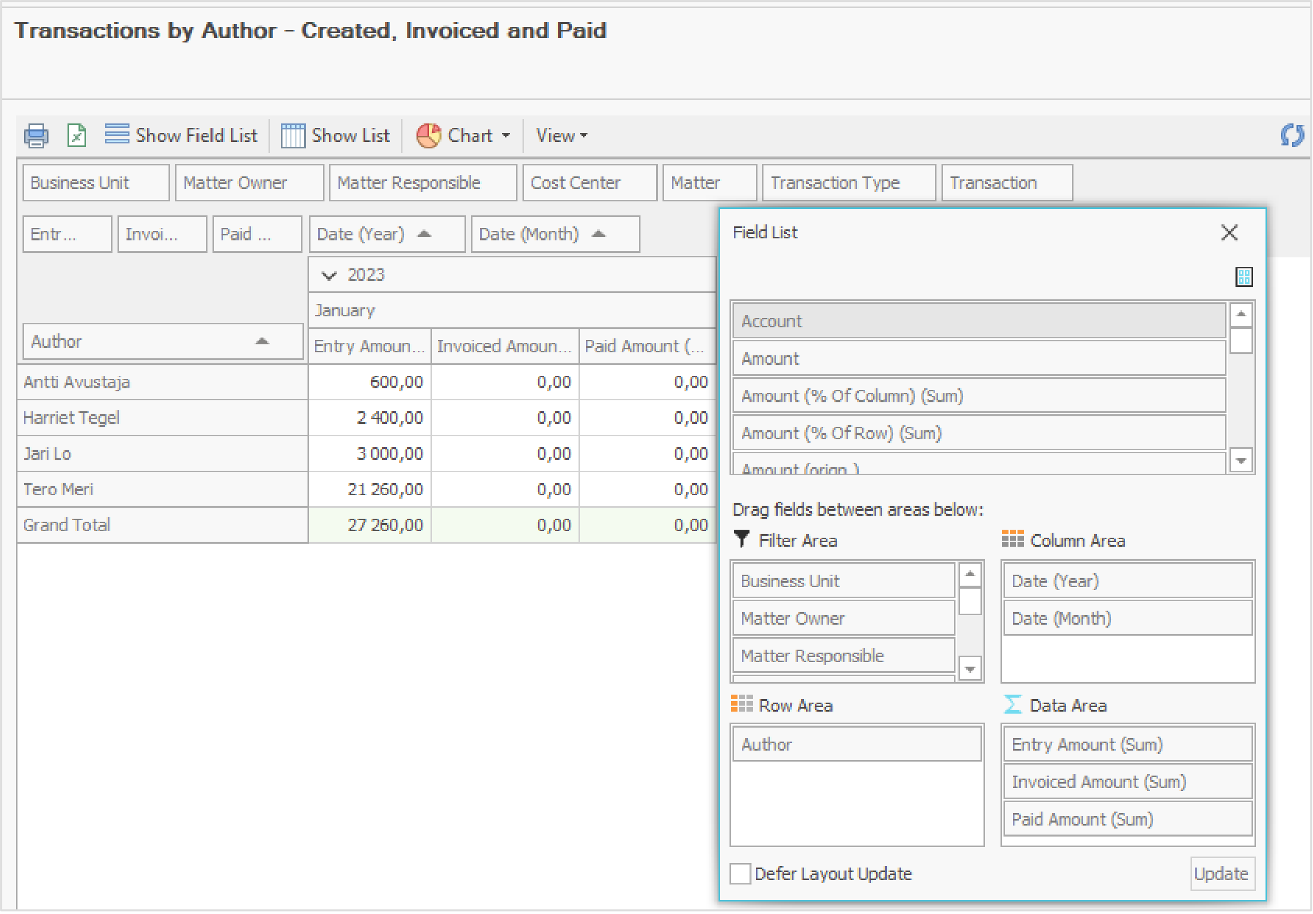
A pivot report, e.g. "Transactions by Author – Created, Invoiced and Paid" contains the horizontal and vertical axis, value fields and filters.



In pivots, time is commonly located on the horizontal axis and other fields on the vertical axis. In the top left corner, there are the numerical value fields whose totals are to be displayed in the table.

The versatility of a pivot report is based on the data selected in its value fields remaining the same all the time, while the viewing perspective can be easily changed by changing the other fields of the report. For example, a practice group or a matter type can be dragged into the report instead of the author, in which case the information content of the report is updated according to the choices made.

On top of each pivot there are several selectable filter fields. With the Show Field List button, you can open a menu from which you can drag and drop new fields to further filter the pivot data.



The upper part of the field list window lists all the fields that can be selected for the pivot in question. The lower part of the window shows what data has already been dragged into the different areas of the pivot; for filtering options, column and row headings and table values. You can change the content of the pivot by dragging the fields from the list to different areas and return them to the list if necessary.

The available field list may sometimes be difficult to understand. Depending on the pivot, the Paid field may mean either the amount paid, the day, or simply information about whether there is a payment or not. "Hours" usually means billable hours, "Done" means hours worked. Some of the fields may also be listed twice. The right field can be found in the list by trial and error.

Interpreting pivot reports

In the interpretation of pivot reports, the following general rules apply:

- Invoicing means that the information for the pivot is retrieved from the invoice rows. So, its numbers describe the actual invoicing, considering discounts, payer shares and credits.
- Transaction pivots retrieve information from transaction rows (billable hours, hours worked, fees...). Thus, in a pivot report concerning transactions, the status "Invoiced" on a transaction row does not mean that the price displayed on the row has been invoiced as such. The fee might be, for example, 100 € and the discount 10 %, in which case the customer has been invoiced only 90 €.
- “Open” usually refers to uninvoiced transactions and expenses, but e.g. the “Open invoices” pivot displays unpaid invoices.
- The data displayed in the different columns of the pivot may not be comparable with each other. For example, the created, invoiced, and paid amounts which are imported as pivot columns, show the status the selected period independently of each other.

- A fiscal period in a pivot means the fiscal period specified in the software parameters, which can be other than the calendar year.
- The comparison between fiscal periods is made between the current and previous fiscal periods.

When interpreting any invoicing report, it is important to understand how the report in question handles e.g. credit invoices. Two similar reports may show different numbers based on their credit management. One report can process the credit for the period for which the credit invoice was dated, another for the period of the original invoice. The reason for the differences between the two reports can be found by choosing a sufficiently short review period for the reports, e.g. a week, when it is possible to analyse where the numbers in the different reports come from.

Sometimes the data in the pivot can also differ from the data in the CSI Lawyer view. The most common reason for this is the view selection. A transaction view may e.g. have so-called hidden transactions that are still visible in the pivot report.

Drilling down in pivots

When the data is viewed, for example, by industry, one of the lines in the pivot may lack the industry information, even though its value is e.g. 4000. When you click on that value cell, a drill-down window will open and enable you to identify the customers who are lacking the industry information.

By first selecting the “Show all columns” button in the window, then searching for a principal from the list and dragging it into a column in the window, you will get a list of all customers whose industry is missing. Based on this, it is possible to fill in the missing information for customers in CSI Lawyer, to fix the classifications in the report.

Making permanent changes to pivots

Sometimes a pivot needs to be modified to better suit the company's needs. The power user can do it in the Reports folder of the settings, where it is also possible to create completely new pivots.

Both when creating a new pivot and when editing an existing one, it is recommendable to use a suitable pivot as a template for it. Then all the conditions defined for the existing pivot will also be available for the new one. This is done by selecting a pivot from the report list and the Use as a Template function, and by giving it a name. The old report thus remains unchanged, and you can edit the new one to match your needs.

Once a new pivot is saved, you can edit its conditions, such as dates. The date is generic for all days, but there are also more specific date fields in the field list. For example, you can choose a report to show amounts where the invoice date is in one time range and the payment date in another time range. This is easily done by utilizing the condition fields.

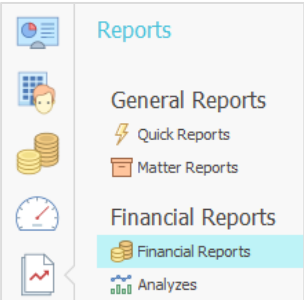
From the company-level report, a filtered report can be created for lawyers to show their personal status by making a copy of the company-level report and adding the conditional line: "AND user equals the current user". If "Ask value" is selected to the Value source column in the conditions, the user must enter the value already when opening the report. One or more filtering fields can be selected, e.g. country, matter type, user, etc.

You can also drag to the pivot new fields by selecting the Show Field List button. The list of available fields is determined by the view the pivot uses. If the required field is not selectable, please contact the CSI support as CSI’s consultants may be able to add it.

When editing pivots, calculating percentages from pivot sums or creating calculated fields is not recommendable. Removing the standard formatting or changing the pivot layout may break the pivot because the fields in the pivot often need to be in a certain order.

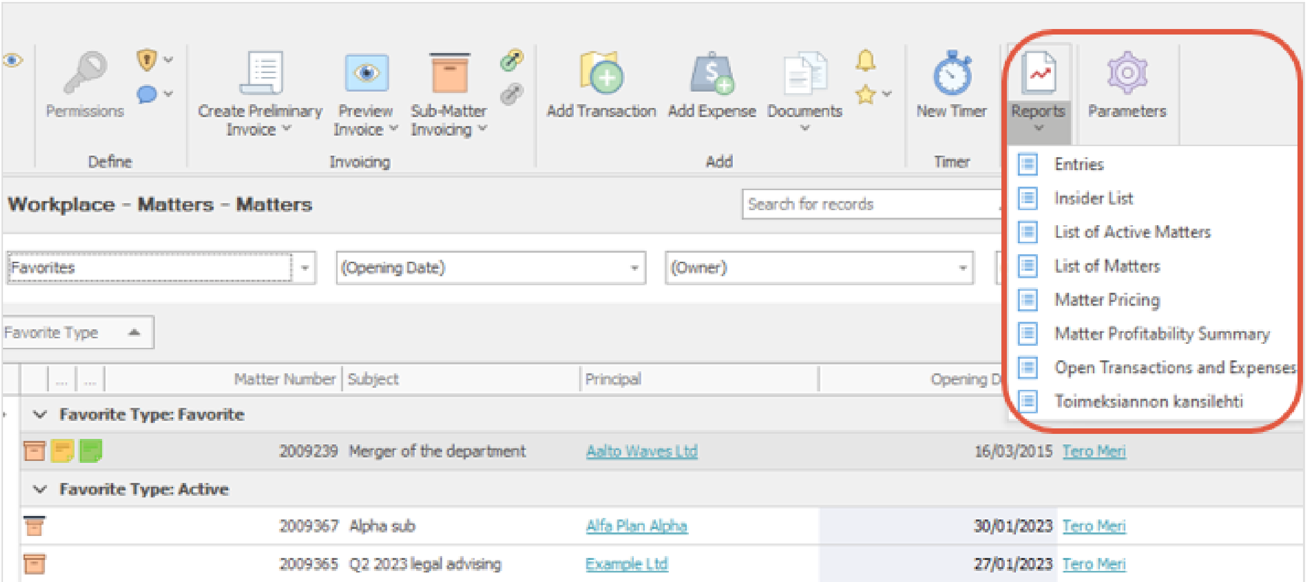
4. REPORT FOLDERS

Most of the reports are available in the Reports task area where they are grouped into Quick Reports, Matter Reports, Financial Reports and Analyses folders based on their purpose of use.



This folder structure enables limiting the visibility of different report folders. For example, normal users can be granted access to the General Reports only, and access to the Financial Reports can be given only to the financial team and partners.

The reports available in the Reports area are still complemented with list reports which are available on different lists, e.g. matters, by selecting the Reports button on the ribbon.

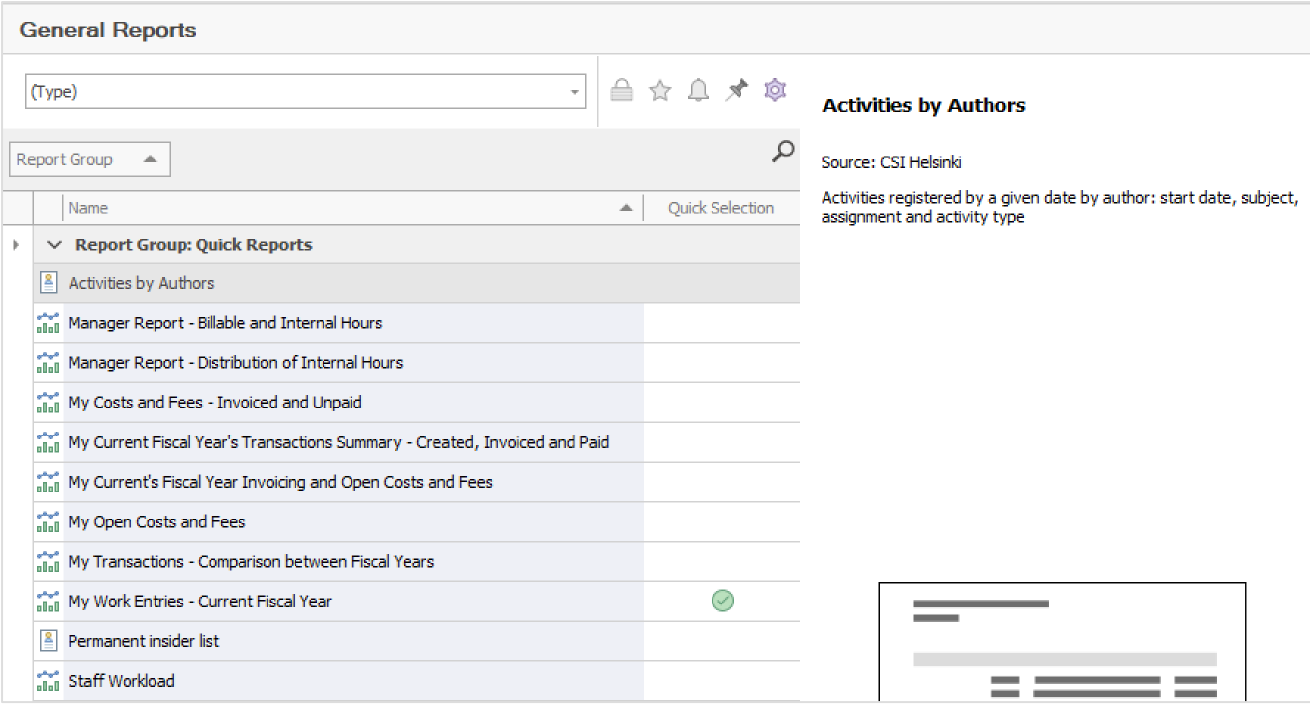


To open a list report, you can select either one or multiple records from the list of e.g. matters and then select the desired report from the menu that opens by clicking the Reports button on the ribbon.

Some of the list reports are available also in the Reports area. When opened from the Reports area, please note that they will display company level information.

Quick reports for monitoring daily work

The Quick Reports folder contains reports which either display information concerning a user's own entries or are suitable for team managers by showing team-level information.



The reports which start with "My" are normally identical to company-level reports but they contain filters which limit the report content to the user's own information only. The report icons show whether the report is a printable report or an interactive pivot report.

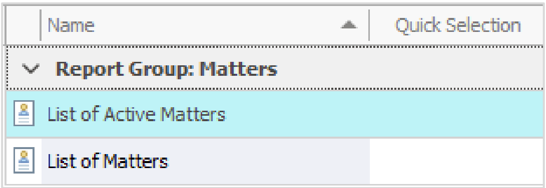
When you hover the mouse over a report on the list, the software displays a quick description of it and the source of the report. For standard reports the source is CSI Helsinki.

The Quick Reports folder covers the following reports:

– **Activities by author;** Activities registered by a given date by author; start date, subject, matter and activity date
– **Manager Report – Billable and Internal Hours**; Billable and internal hours and fees of transactions registered to matter within a given date range
– **Manager Report – Distribution of Internal Hours**; Analysis on hours worked on internal matters within a given date range
– **My Costs and Fees – Invoiced and Unpaid**; Invoiced but unpaid hours registered by the user (invoiced and paid amounts quarterly or monthly)
– **My Current Fiscal Year's Transactions Summary** – Created, Invoiced and Paid; The user's registered, invoiced and paid transactions on an annual basis either quarterly or monthly
– **My Current Fiscal Year's Invoicing and Open Costs and Fees**; The user's invoicing during the current fiscal year, and open transactions and expenses on a review date
– **My Open Costs and Fees**; The user's open transactions and expenses on a review date
– **My Transactions – Comparison between Fiscal Years;** The user's registered and invoiced transactions on a quarterly and monthly basis, current vs. previous fiscal year
– **My Work Entries – Current Fiscal Year;** The user's work time entries on an annual basis.
– **Permanent Insider List;** A list of users who have been added to insider user groups either in the system or business unit parameters and who always have access to insider matters. To be printed whenever there are changes in the insider group.
– **Staff Workload**; Weekly forec19/03/2024ast of a person's workload from a selected date.

Matter reports

The Matter Reports folder includes two matter-related reports:



- The **List of Active Matters** displays active matters which have been opened within a given date range
- The **List of Matters** displays all matters opened within the given date range, whether they are active or passive.

Both the reports display the basic matter details such as their number, principal, subject, type, responsible persons, and parties.

Financial reports; bookkeeping reports and basic pivots

The Financial Reports folder contains standard reports needed for bookkeeping. The folder also contains some basic pivot reports which do not require in-depth analysis, but serve, for example, to review different situations at the end of the fiscal year.

The most important reports for bookkeeping purposes are the Sales Journal, Payment List, Open Invoices by Business Unit, Open Advances and Foreign Sales – Monthly. If necessary, they can be customized e.g. by adding to them calculated fields.

The **Sales Journal** is a daily sample of sales ledger records. It consists of sales invoices and credit invoices for the accounting period, displaying the sales and VAT of the period. Sales journal records can be viewed at any point during the accounting period. When you make changes to your sales ledger, the period of the sales journal can be limited to the dates covering the change, to easily check how the change will be displayed in the accounting.

The **Payment List** shows to which invoices the payments received during the accounting period have been adjusted. Besides the normal payments, the Payment List also covers advance payments and refunds, credit losses, and payment refunds.

The **Open Invoices by Business Unit** report collects unpaid or unmanaged invoices by the given date. It does not specify payments and credits but includes them in open amounts.

The **Open Advances** report collects the advances paid during the accounting period, but only to the extent that they have not been fully used for invoices. When the customer pays the advance invoice, the advance payment is displayed in the Payment List only. Just when the software generates an invoice to which the advance payment is adjusted, the advance will appear in the Sales Journal.

The **Foreign Sales – Monthly** report complements these reports if a company has foreign sales. It summarizes the amount of VAT on the company's sales.

By utilizing the Open Invoices by Business Unit report and the Payment List together, you can check what the change made means from an accounting point of view and whether all the steps required, such as cancellation of an unadjusted payment, are made. An extra payment may be created when a payment adjustment is cancelled, and a new payment then registered by directly using the Adjust Payment function in the invoice. Thus, the payment whose adjustment was earlier cancelled may remain as "pending" in the software. Therefore, it is always advisable to readjust the original payment to the invoice through the payment window.

The other printable reports and pivots in the Financial Reports folder are as follows:

- **Analysis of Overdue Invoices;** Overdue invoices grouped by e.g. users, payers and according to how long they have been overdue
- **Budget Follow Up – Current Fiscal Year**; Current fiscal year's budgeted vs. actual amounts per author
- **Budget Monitoring - Current Fiscal Year and Forecast**; Actual amount and percentage, difference to the budget, and forecast
- **Costs and Fees - Invoiced and Unpaid;** Invoiced but unpaid expenses and fees, grouped e.g. per user or per payer
- **Customer Funds - Accounts and Transactions;** Customer fund transactions until a selected date: owner, customer, matter, entry date and amount
- **EU Sales Diary;** Sales to the EU area within a given invoice entry date period
- **Invoiced Transactions - Discounts, Credits and Adjusted Prices;** All invoiced transactions with discounts, credits, and price adjustments within a selected date range
- **Matter Summary - Fees and Hours;** Number, hours and amount of matters by e.g. owner within a selected date range
- **Monitoring of Payment Behavior;** Analysis of invoices paid after due date
- **Open Customer Funds**; Open customer funds on a review date
- **Overdue Invoices - on Selected Date;** Invoices which are N days overdue on a review date
- **Prices and Discounts Defined for Customers;** List of customers that have a transaction hour price set in the customer’s parameters, or a role or team member specific hour price. The report also shows discounts set for the customer, on which level they are defined, and which matters are affected.
- **Prices defined for Matters;** List of matters that have a transaction hour price set on matter or customer level. For example, an hour price set in the parameters, or a role or team member specific hour price
- **Transaction Entries;** Transactions with transaction date within a given date range
- **Transaction's Entry Periods - Last 12 Months;** Tracking of posting periods during the last 12 months
- **Transactions by Author - Created, Invoiced and Paid;** Registered, invoiced and paid transactions by author for commission calculation
- **Uninvoiced Transactions at Review Date - Previous and Current Fiscal Year;** Uninvoiced i.e. open expenses on the review date (being in the previous or current fiscal year)
- **Uninvoiced Transactions at Review Date - Previous and Current Fiscal Year**; Uninvoiced i.e. open transactions on the review date (being in the previous or current fiscal year)

Analyses; pivots for data analysis

The Analyses folder contains only pivot reports which are suitable for data analysis.

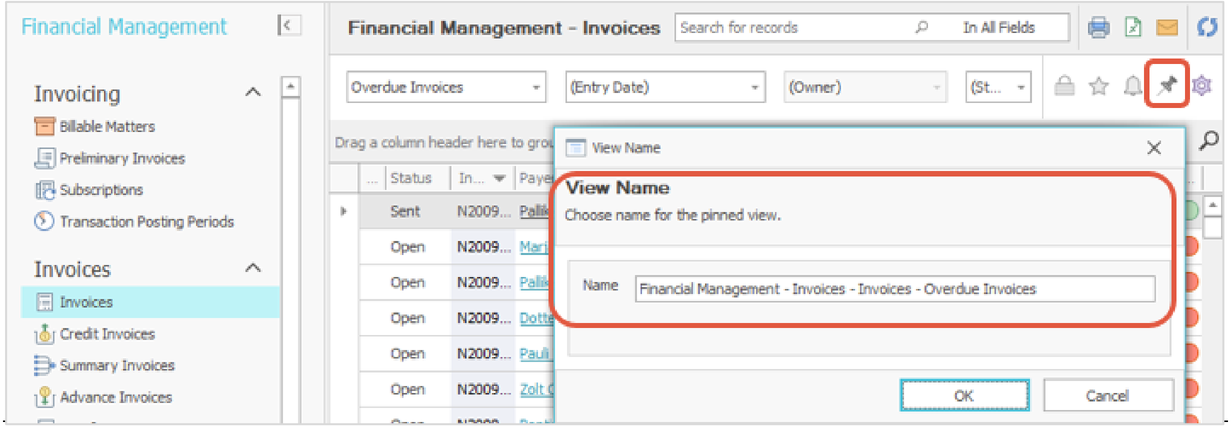
The user can flexibly view information from different perspectives by editing and rearranging their content. The options available have been described in the chapter Editing content of pivots.

The pivots in the Analyses folder are the following:

- **Active and Passive Software Users;** Number of active and passive users of the software e.g. monthly / quarterly / yearly
- **Billable and Internal Hours;** Billable and internal hours within a selected date range
- **Cost and Fees – by Entry Date;** Hours and amount, status and total amount of expense and fee entries made within a selected date range
- **Cost and Fees – by Invoice Entry Date;** Hours and amount, status and total amount of expense and fee entries invoiced within a selected date range
- **Cost and Fees – by Payment’s Entry Date;** Hours and amount, status and total amount of expense and fee entries paid within a selected date range
- **Current Fiscal Year’s Invoicing and Open Costs and Fees;** Amounts and the total amount of open expenses and fees invoiced during the current financial year
- **Manager and Employee Report – Billable and Internal Hours;** All billable and internal hours grouped by manager
- **Open Costs and Fees;** Amounts of open costs and fees e.g. per matter owner
- **Subscriptions – by Invoice Entry Date;** Analysis of transactions which have been attached to any subscription
- **Transaction Summary – Created, Invoiced and Paid;** Registered, invoiced and paid invoices within a selected date range by author and by fiscal year (default) or e.g. by business area, owner, matter, or transaction type
- **Transactions – Comparison between Fiscal Years;** Comparison of invoiced and registered transaction hours by fiscal year and, e.g. by owner, author, responsible person, matter, or transaction type
- **Transactions by Author – Created and Invoiced;** Hours and amounts registered and invoiced by author within a selected date range
- **Transaction Summary (Hours) – Created, Invoiced and Paid;** Amounts of registered, invoiced and paid transactions within a selected date range, e.g. by author, owner, matter type, business area or transaction type
- **Work Time Analysis;** Work time entries (registered, invoiced) within a selected date range, e.g. by business unit, principal, employee role or skill
- **Work Time Entries by Type;** Work time entries made within a selected period by work time type

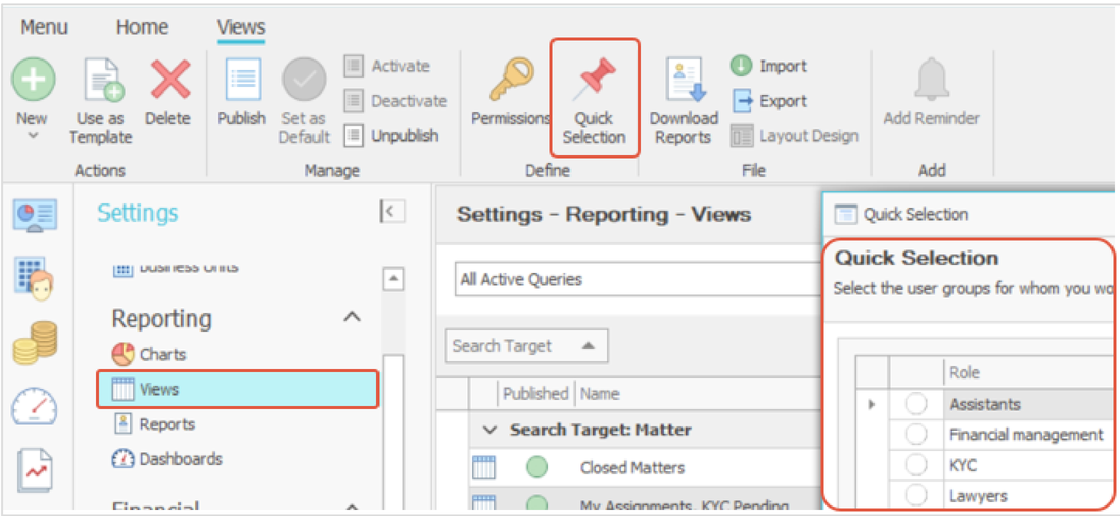
5. ADDING REPORTS AND VIEWS TO QUICK LINKS

When the most used reports views and reports are marked as quick selections, they can be opened directly from the lists which open from the software's top bar.

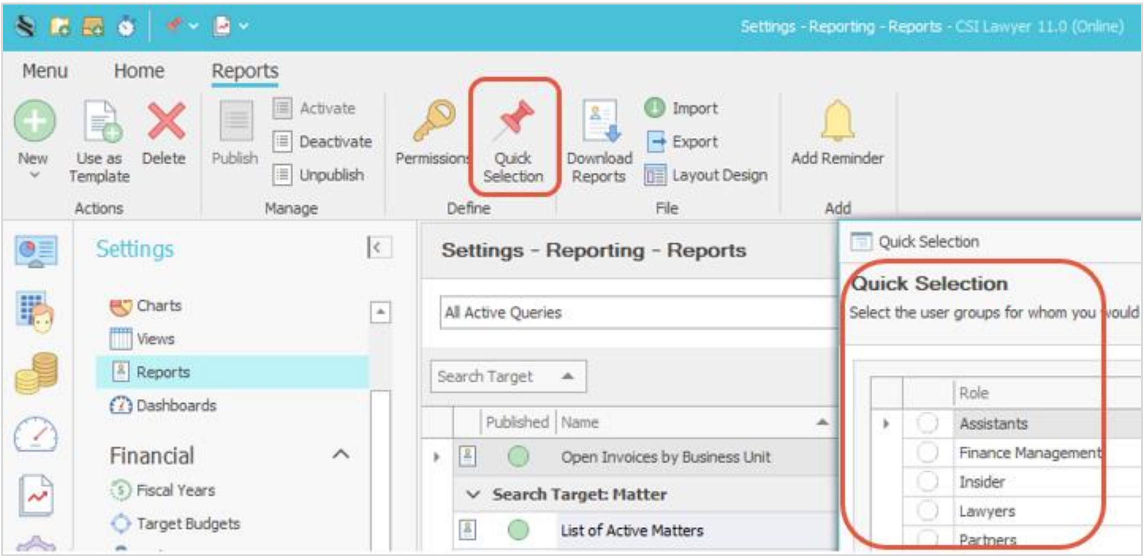


However, in larger offices it is ineffective for each user to make these quick selections. Therefore, power users can make them for users belonging to different user groups.

To add a view as a quick selection for a user group, go to the Settings area > Views folder. Select one or multiple views and the Quick Selection button on the ribbon. The button opens a list of user group for defining which user groups should see the report in their quick selection list.



For reports, the selection is made in the Settings and the Reports folder, the same way as for views.



Once done, the reports and views set as quick selections can be quickly opened from the top bar buttons. **NOTE!** This setting quick selections does not limit access rights of any user group to reports or views. It only makes them more easily available for users belonging to the selected user groups.

6. EXPORTING DATA TO EXCEL

In case CSI Lawyer data needs further analysis, the data in pivot reports can easily be exported e.g. to excel. However, once the data has been exported to excel, there is no link between the excel and the software. Thus, changes made in the software are not updated to the excel.

The CSI data can also be exported to PowerBI tools to combine it with the data from the other critical business systems.