BPO INSIGHT

INTRODUCTION TO BPO INSIGHT

- BPO Insight is an management control tool that allows you to view exceptions (items that are outside normal range) and trends.
- The Exception Reports will quickly show you areas of concern - where items are out of acceptable exception target. Green dash-board items are within acceptable range. As the items move out of acceptable range, the colour will move from Yellow, to Orange, to Red.
- Drill down into these reports to review the specific items for that exception report.
- The specific exception reports viewable and acceptable targets are configured per employee.

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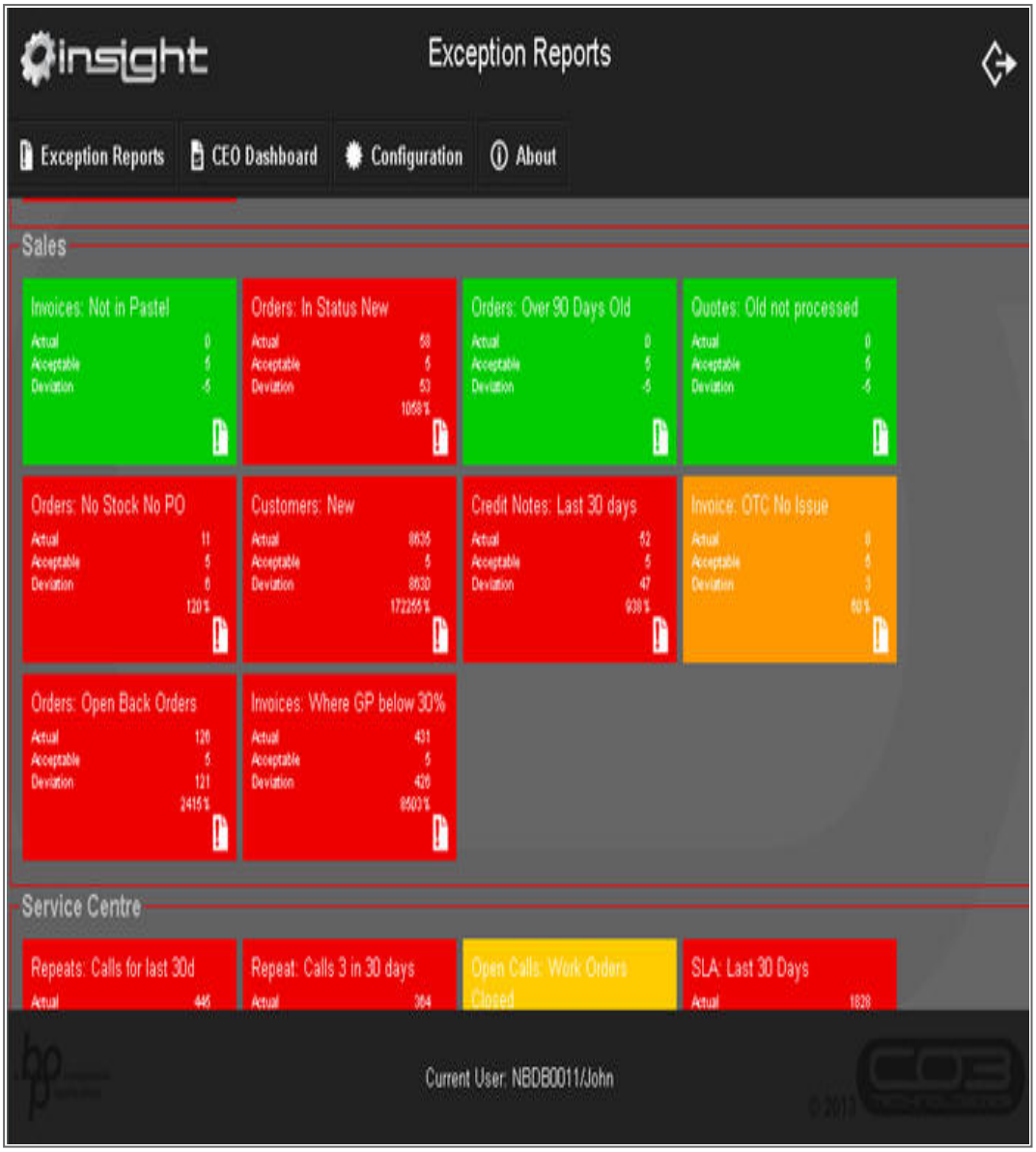

- The CEO Dashboard has four charts to quickly give you an overview of Total Sales, Financial Liquidity, etc.
- These charts can be view by current month, prior month, current year, prior year or by a custom period.

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LOG IN

- BPO_Insight is a web service application and you log on via an internet browser to connect to the web service on your server.
- You will need to confirm the URL with your system administrator, but will follow this convention: http:// *ServerNameOrIP* :50000/BPOInsight.

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- Log on with the same username and password you use for BPO, and click on the 'Login' button.

Related Topics

- Configure Exception Reports to View
- Configure Acceptable Exception Target
- Exception Report Dashboard

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- View Exception Report Detail
    - Email the Report
    - Export the Report
- CEO Dashboard

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