

BPO INSIGHT

CONFIGURE EXCEPTION TARGETS

You may have already set the acceptable exceptions when first selecting the reports you wish to view - but you might decide to update the targets as you start monitoring exceptions.

- Click on the 'Configuration' link
- Type in the 'Acceptable Target' for the report you want to update
- These details are saved as you make your changes.



Exception Reports



Exception Reports

CEO Dashboard

Configuration

About

Contracts

Credit Notes: Last 30 Days

Show report ☒

Acceptable target



Contracts closed last 30 days

Show report ☒

Acceptable target



Machines: No Activity 90 days

Show report ☒

Acceptable target



Readings: No Prior

Show report ☒

Acceptable target



Contracts: Expired

Show report ☒

Acceptable target



Escalations: Prior Per Missed

Show report ☒

Acceptable target



Free Issues: Not On Contract

Show report ☒

Acceptable target



Customers

Customer no Activity 90 days

Show report ☒

Acceptable target



Housekeeping

Work Orders: Open

Calls: Pending

Challenges: Over View

Calls: New



Current User: NB0B0011/John



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