

BPO INSIGHT

CONFIGURE EXCEPTION REPORTS

Each employee can decide which exception reports to view and what acceptable target they want to use to manage the exceptions.

Ribbon Access: BPO Insight> Configuration

- Click on the 'Configuration' link
- Click on the 'Show Report' check box for the reports you want to view.
- Make sure you in an 'Acceptable Target' for the selected reports.
- These details are saved as you make your changes.



Configure Exception Reports

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Exception Reports) Dashboard 🏶 Configurat	ion 🛈 About		
Contracts				
Credit Notes: Last 30 Days Bow report v Acceptable target 5 Saved	Contracts closed last 30 days Show report v Acceptable target 2	Machines: No Activity 90 days Stoue report v Acceptable target 5	Readings: No Prior Show report v Acceptable target 5	
Contracts: Expired Stoe report & Acceptable target 5	Escalations: Prior Per Missed ^{Show report} 2 Acceptable target <mark>5</mark>	Free Issues: Not On Contract Show report 2 Acceptable target 5		
Customers				
Customer no Activity 90 days Silve report 📿 Acceptable target 5				/
Housekeeping				
Wale Orders: Onen	Calla: Dandina	Obselesesses: Our Vee	Calle Man	
	Cu	rrent User: NBDB0011/John		

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