

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.

insight Exception Reports

Exception Reports | CEO Dashboard | **Configuration** | About

Contracts

- Credit Notes: Last 30 Days** (Green card)
 - Show report:
 - Acceptable target: 10
- Contracts closed last 30 days** (Red card)
 - Show report:
 - Acceptable target: 2
- Machines: No Activity 90 days** (Red card)
 - Show report:
 - Acceptable target: 5
- Readings: No Prior** (Red card)
 - Show report:
 - Acceptable target: 5
- Contracts: Expired** (Red card)
 - Show report:
 - Acceptable target: 5
- Escalations: Prior Per Missed** (Red card)
 - Show report:
 - Acceptable target: 5
- Free Issues: Not On Contract** (Red card)
 - Show report:
 - Acceptable target: 5

Customers

- Customer no Activity 90 days** (Red card)
 - Show report:
 - Acceptable target: 5

Housekeeping

- Work Orders: Open
- Calls: Pending
- Challenges: Over Year
- Calls: New

Current User: NB0B0011/John

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