BPO INSIGHT

EXCEPTION REPORT DETAIL

The exception report dashboard will display as configured for the employee.

Drill down into the reports to see the details for the exception report.

Ribbon Access: *BPO Insight> Configuration*

- Click on the Report you want to view

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- The report will open for you to view. You can filter the report to find specific information. In this example I have a couple of Open Calls where the Work Orders are closed - so I can just go into BPO and close these calls.

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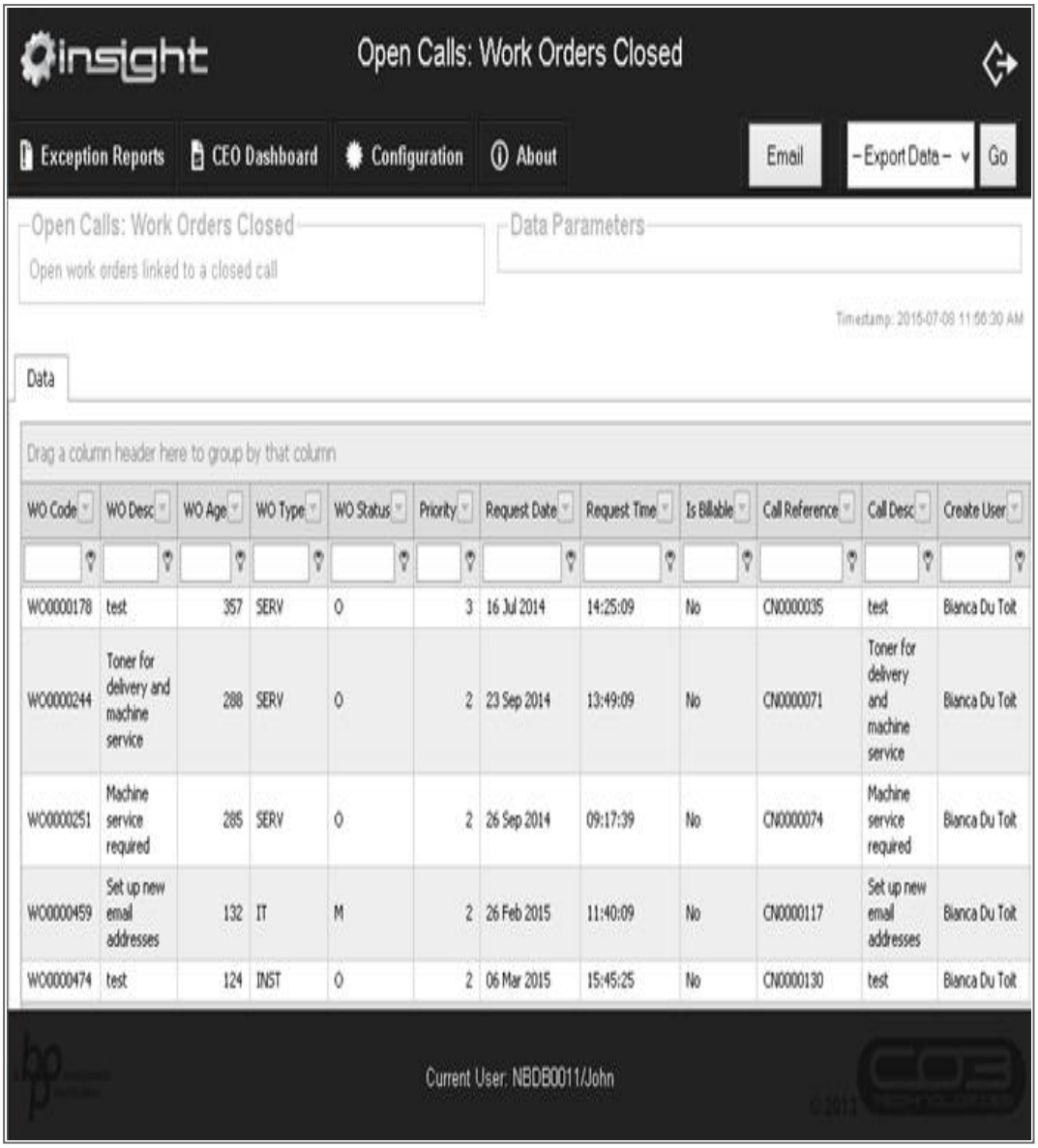

WO Code	WO Desc	WO Age	WO Type	WO Status	Priority	Request Date	Request Time	Is Billable	Call Reference	Call Desc	Create User
WO0000178	test	357	SERV	O	3	16 Jul 2014	14:25:09	No	CN0000035	test	Bianca Du Toit
WO0000244	Toner for delivery and machine service	288	SERV	O	2	23 Sep 2014	13:49:09	No	CN0000071	Toner for delivery and machine service	Bianca Du Toit
WO0000251	Machine service required	285	SERV	O	2	26 Sep 2014	09:17:39	No	CN0000074	Machine service required	Bianca Du Toit
WO0000459	Set up new email addresses	132	IT	M	2	26 Feb 2015	11:40:09	No	CN0000117	Set up new email addresses	Bianca Du Toit
WO0000474	test	124	INST	O	2	06 Mar 2015	15:45:25	No	CN0000130	test	Bianca Du Toit

EMAIL REPORT

- Select the 'Export' format for the report.
- Click on the 'Email' button.

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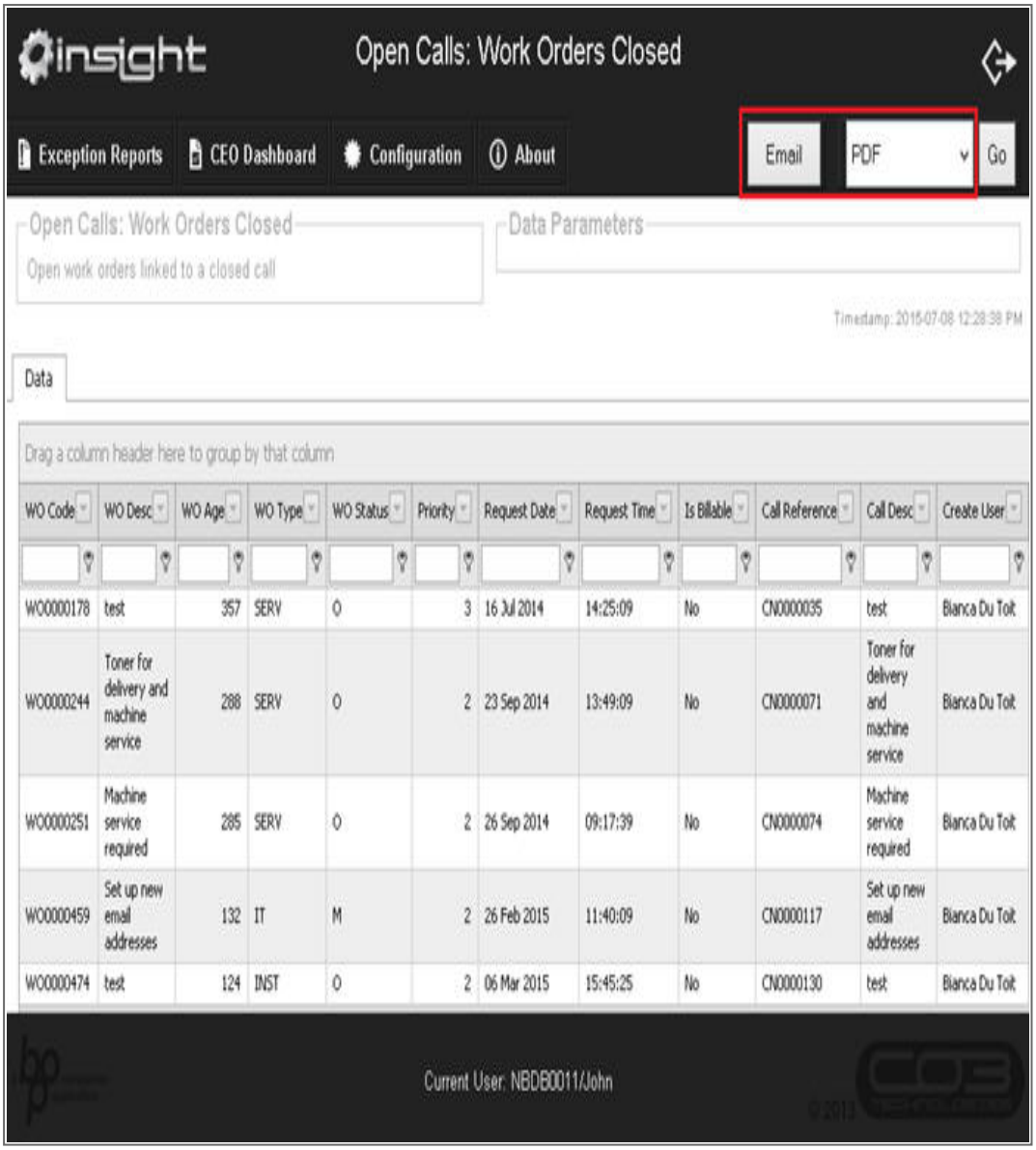

- Some details will be filled in for you, but you can add to the Subject / Body of the email.

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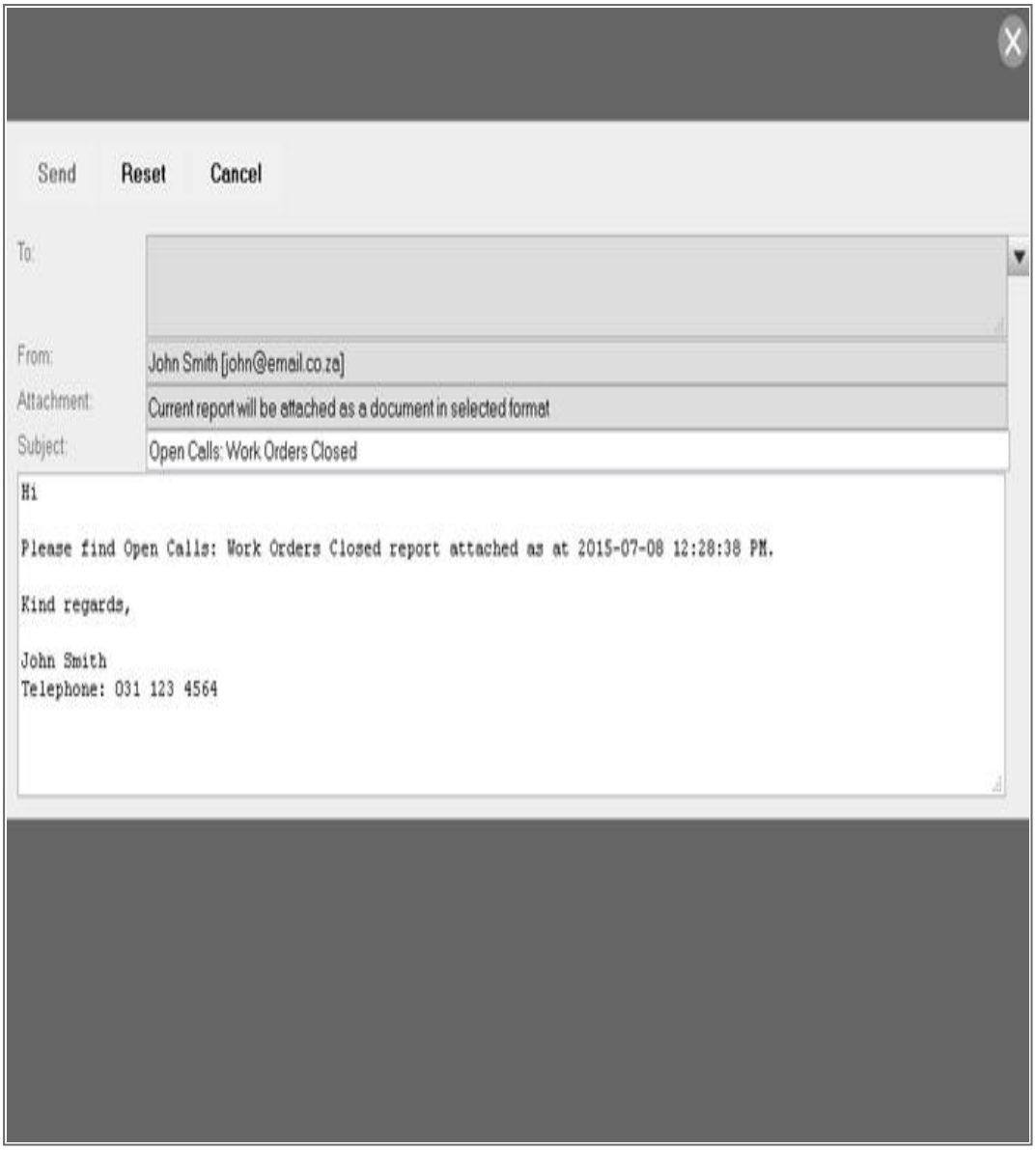

- Click in the 'To:' field to bring up the list of employees from BPO
- Select the employees you want to send the report to.
- Click on 'Send'.

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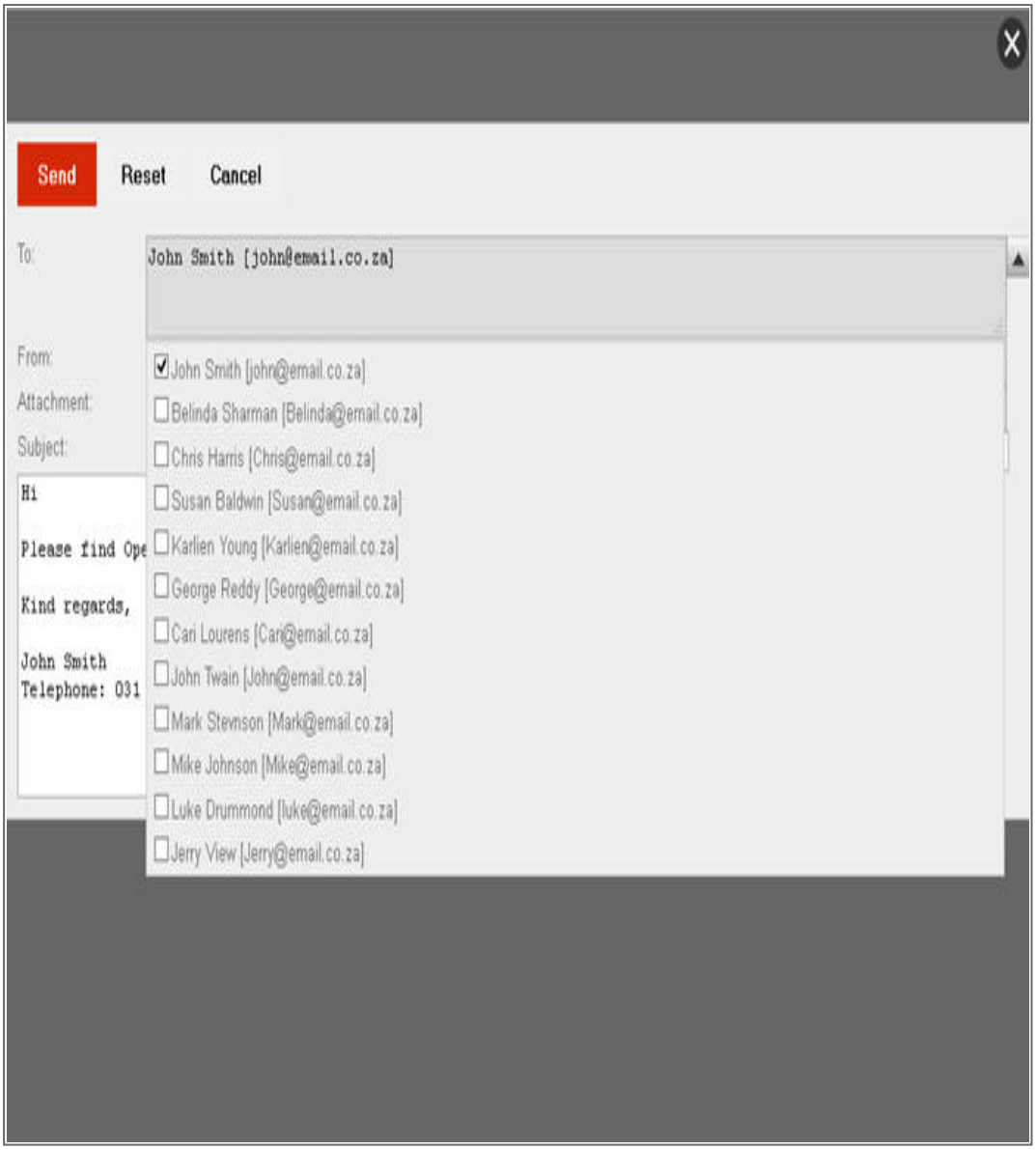

EXPORT REPORT

- Select the 'Export' format for the report.
- Click on the 'GO' button.

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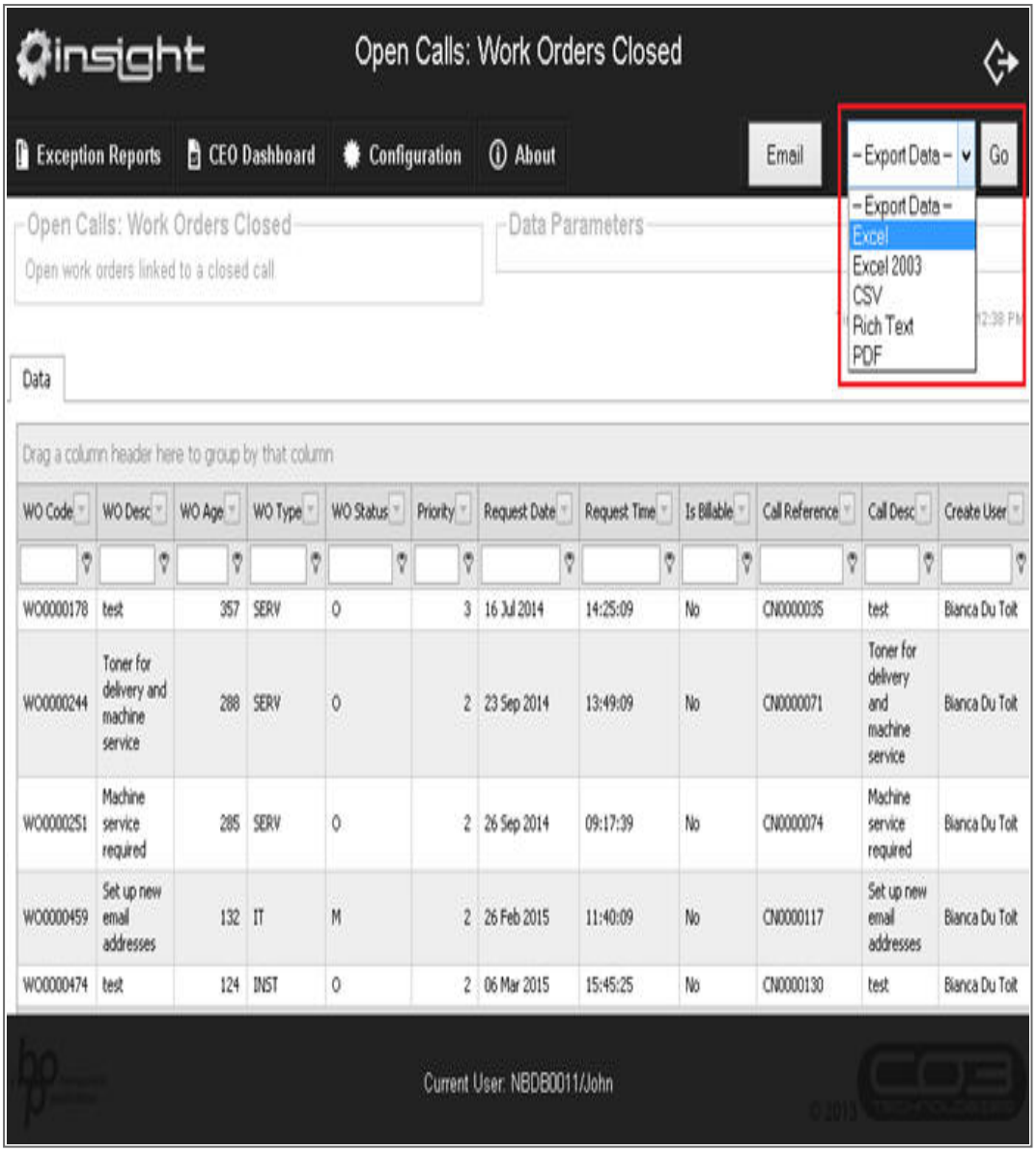

- Select to 'Save' file or 'Open' with another application, and then click on 'Ok'.
- If you are saving, you will have the option to select where to save the file.
- ***Note***: you will need access to this folder on the server: C:\Program Files (x86)\CO3 Technologies\BPOConnect\BPOInsight\Tmp

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- *Also*: make sure that your web browser doesn't block the pop-up below, else you won't be able to save.

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