

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.

insight Exception Reports

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

Contracts

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

Customers

- Customer no Activity 90 days**
Show report:
Acceptable target: 5

Housekeeping

- Work Orders: Open
- Calls: Pending
- Checkers: Out Year
- Calls: New

Current User: NBDB0011/John

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