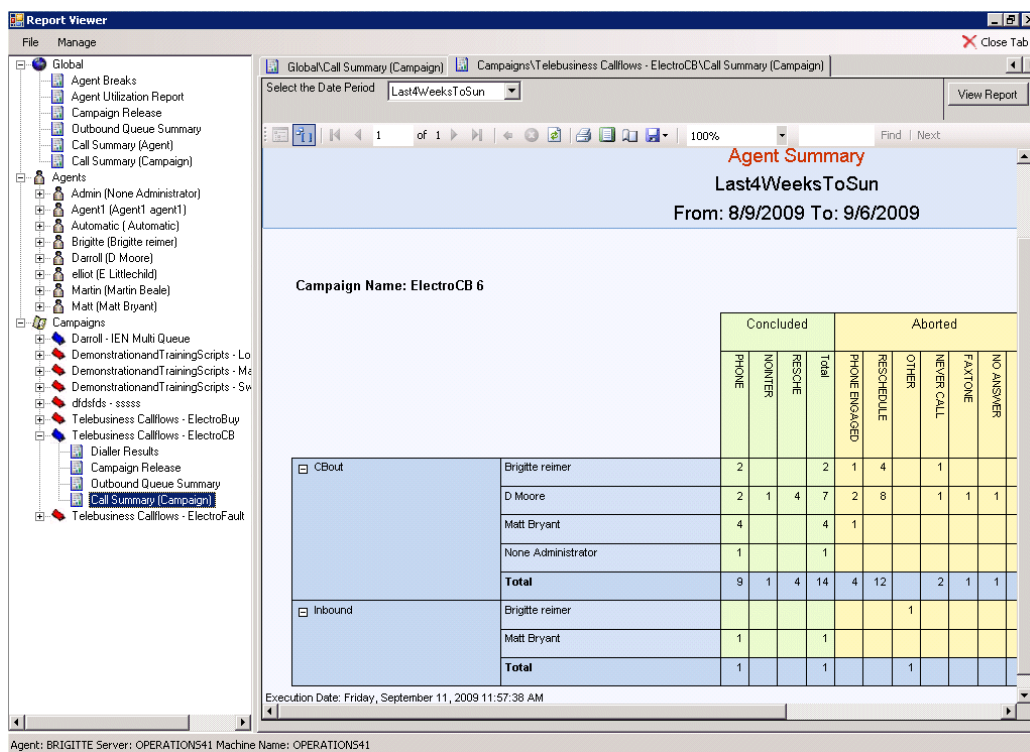


SYNTHESYS REPORTS

The Report Viewer



Agent Summary
Last4WeeksToSun
From: 8/9/2009 To: 9/6/2009

Campaign Name: ElectroCB 6

	Agent	Concluded				Aborted					
		PHONE	NONITER	RESCHNE	TOTAL	PHONE ENGAGED	RESCHEDULE	OTHER	NEVER CALL	FAX/TONE	NO ANSWER
CBout	Brigitte reimer	2			2	1	4		1		
	D Moore	2	1	4	7	2	8		1	1	1
	Matt Bryant	4			4	1					
	None Administrator	1			1						
	Total	9	1	4	14	4	12		2	1	1
Inbound	Brigitte reimer							1			
	Matt Bryant	1			1						
	Total	1			1			1			

Execution Date: Friday, September 11, 2009 11:57:38 AM

Agent: BRIGITTE Server: OPERATION541 Machine Name: OPERATION541

SYNTHESYS REPORT VIEWER

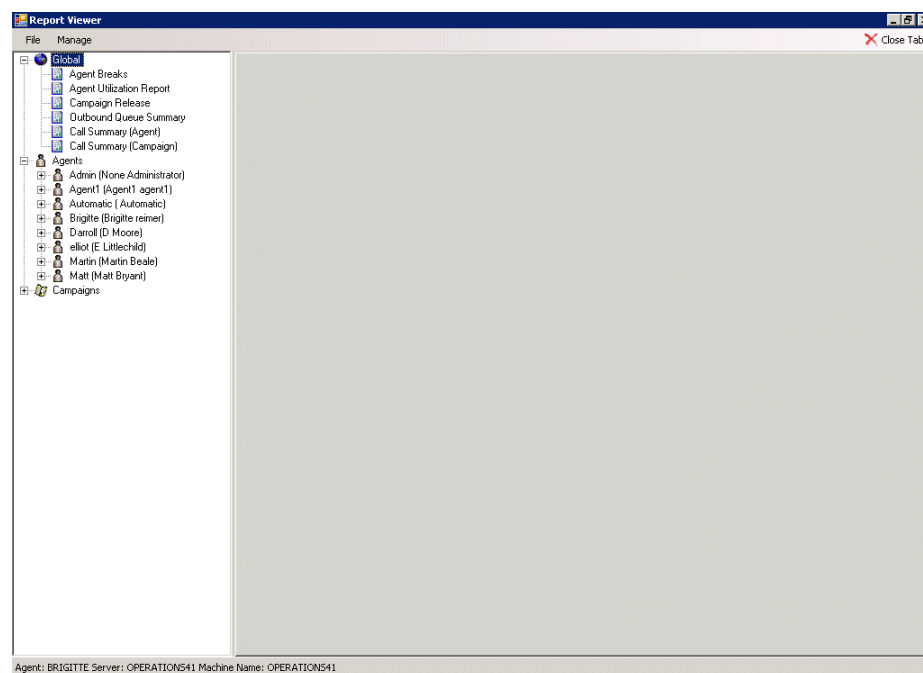
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Introduction

The Synthesys Report Viewer is used to add and view SQL reports.

A range of standard SQL reports will be available in the *Report Viewer* as part of the Synthesys installation. Included are for example, the *Agent Utilization*, *Outbound Queue Summary* and *Dashboard* reports.

Your reporting team can design further SQL reports, which you then can add to the *Report Viewer* under the relevant *Global*, *Agents* or *Campaigns* categories.



File Options



RefreshTree. To update the list of reports displayed.



Exit. To exit the Report Viewer and return to the Synthesys main screen.

Manage Options



Add Report. To pick up a new SQL report from the server and to display it under the selected categories.



Remove Report. To remove an SQL report from the category lists.

Viewing Reports

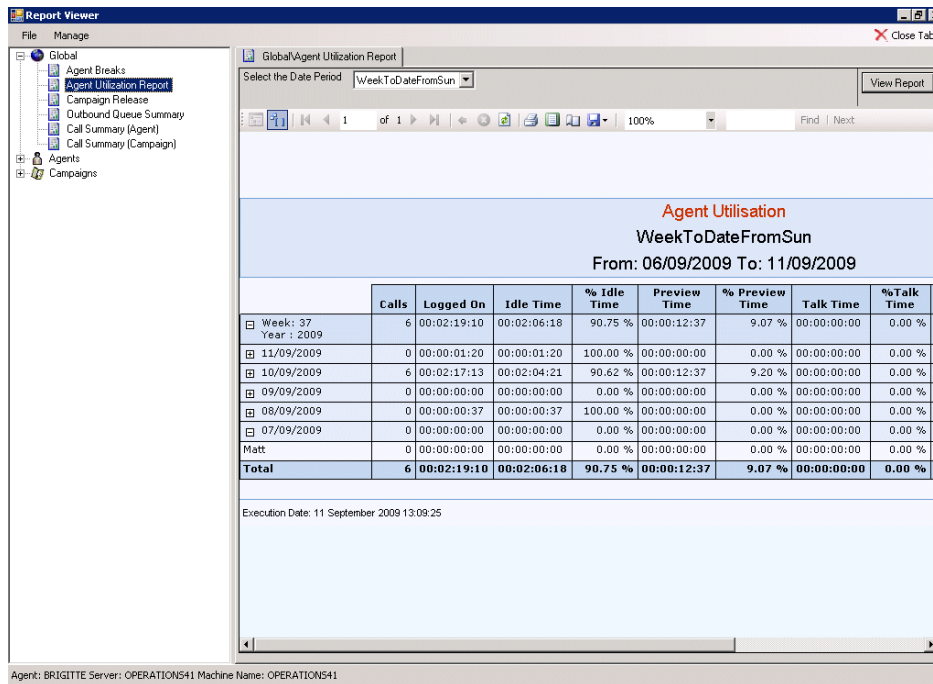
To open a report:

- Select the report under the relevant category **Global**, **Agent** or **Campaign** in the tree structure on the left side of the Report Viewer
- Double click on the report to display report details on the right side of the Report Viewer.



Some reports, for example the *Agent Utilization*, *Outbound Queue Summary* and *Dashboard* reports, will open automatically.

For other reports you need to **specify a date period parameter**, before the report opens, displaying the required information.



	Calls	Logged On	Idle Time	% Idle Time	Preview Time	% Preview Time	Talk Time	% Talk Time
Week: 37 Year : 2009	6	00:02:19:10	00:02:06:18	90.75 %	00:00:12:37	9.07 %	00:00:00:00	0.00 %
11/09/2009	0	00:00:01:20	00:00:01:20	100.00 %	00:00:00:00	0.00 %	00:00:00:00	0.00 %
10/09/2009	6	00:02:17:13	00:02:04:21	90.62 %	00:00:12:37	9.20 %	00:00:00:00	0.00 %
09/09/2009	0	00:00:00:00	00:00:00:00	0.00 %	00:00:00:00	0.00 %	00:00:00:00	0.00 %
08/09/2009	0	00:00:00:37	00:00:00:37	100.00 %	00:00:00:00	0.00 %	00:00:00:00	0.00 %
07/09/2009	0	00:00:00:00	00:00:00:00	0.00 %	00:00:00:00	0.00 %	00:00:00:00	0.00 %
Matt	0	00:00:00:00	00:00:00:00	0.00 %	00:00:00:00	0.00 %	00:00:00:00	0.00 %
Total	6	00:02:19:10	00:02:06:18	90.75 %	00:00:12:37	9.07 %	00:00:00:00	0.00 %

Execution Date: 11 September 2009 13:09:25

Agent: BRIGITTE Server: OPERATION541 Machine Name: OPERATION541

Please see next page for more information.

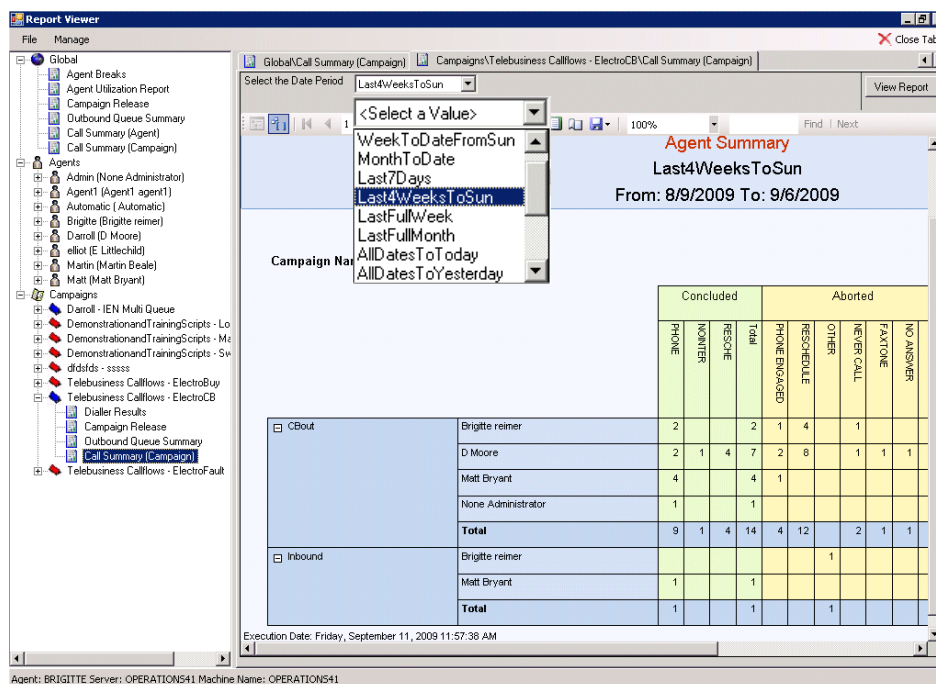
Entering Date Period parameters

Some reports have been set up to display data for a specified time range automatically, for example the *Agent utilization report*, for others a date period needs to be selected.

To specify the desired date period:

- Select the report that you wish to open in the tree structure on the left side.
- Choose the required date period parameter from the Select a date Period drop down menu.
- Click the View Report button on the top right of the Report Viewer.

The report will open displaying the data for the selected time period.



The screenshot shows the 'Report Viewer' application window. On the left is a tree view of reports. The main area displays the 'Agent Summary' report for the period 'Last4WeeksToSun' from 8/9/2009 to 9/6/2009. A dropdown menu is open, showing options like 'Last4WeeksToSun', 'LastFullWeek', and 'AllDatesToToday'. The report data is as follows:

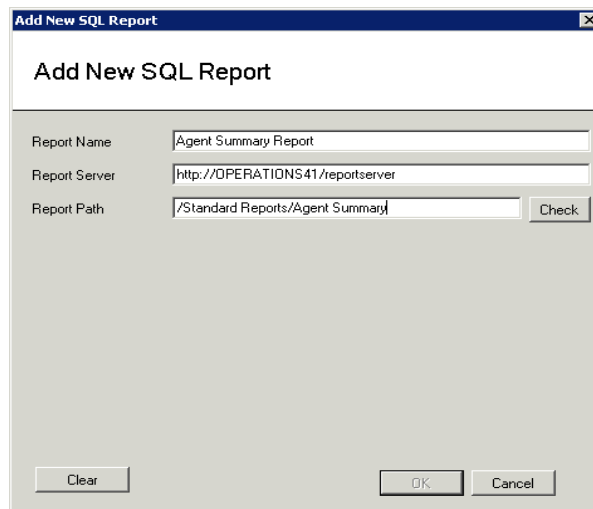
Campaign Name	Agent	Concluded			Aborted					
		PHONE	NONTER	TOTAL	PHONE ENGAGED	RESCHEDULE	OTHER	NEVER CALL	FASTTONE	NO ANSWER
CBout	Brigitte reimer	2		2	1	4		1		
	D Moore	2	1	4	7	2	8		1	1
	Matt Bryant	4		4	1					
	None Administrator	1		1						
Total	9	1	4	14	4	12		2	1	1
Inbound	Brigitte reimer							1		
	Matt Bryant	1		1						
	Total	1		1				1		

Execution Date: Friday, September 11, 2009 11:57:38 AM

Adding new SQL Reports

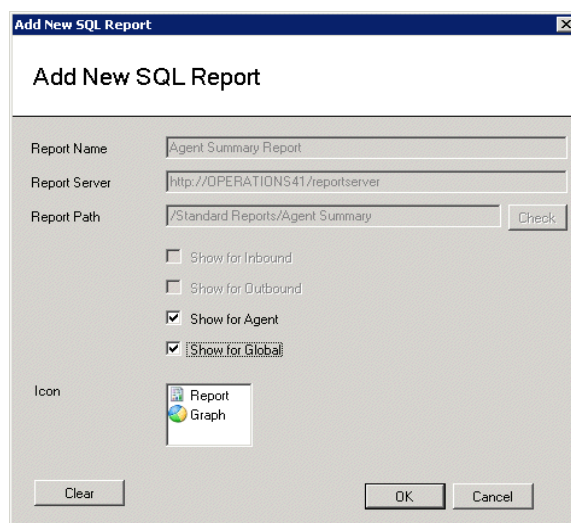
A range of standard SQL reports will be available in the Report Viewer as part of the Synthesys installation. Other SQL reports can be designed by your reporting team. To add these reports:

- Go to Manage on the Menu bar and select the Add Report option.
- In the Add New SQL Report dialog, enter the Report Name, the URL address for the Report Server and the Report Path



If the report path entered is incorrect, a message will prompt you to check the path.

- Click the **Check** button, to locate the report.
- Next, select the **category** under which the report is to be displayed. Options not relevant for the type of report selected will be disabled.
- Select the **icon** that should be displayed with the report.



If you forget to select a category or icon, a message will prompt you to do so.