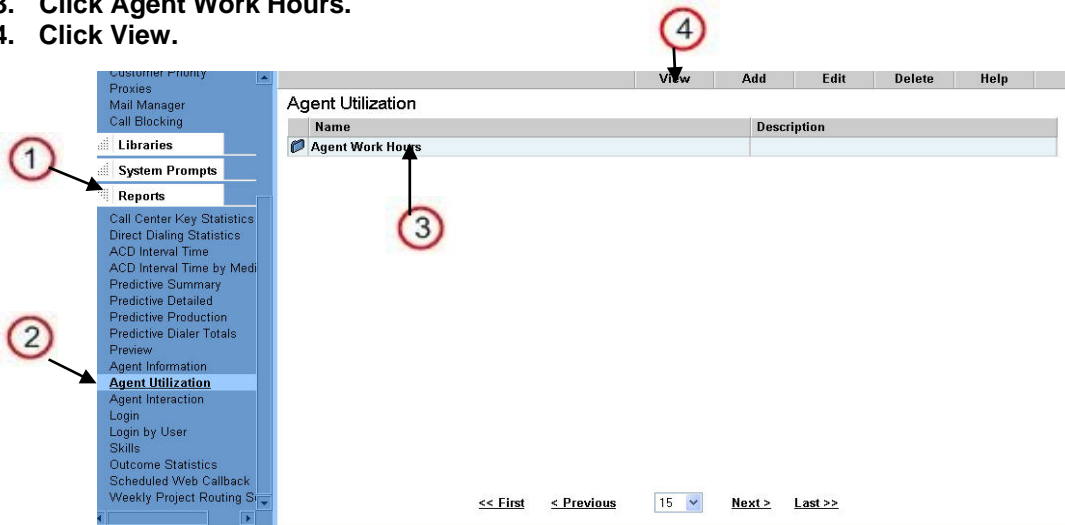


**You need to run two new reports we created in your Administration Manager:**

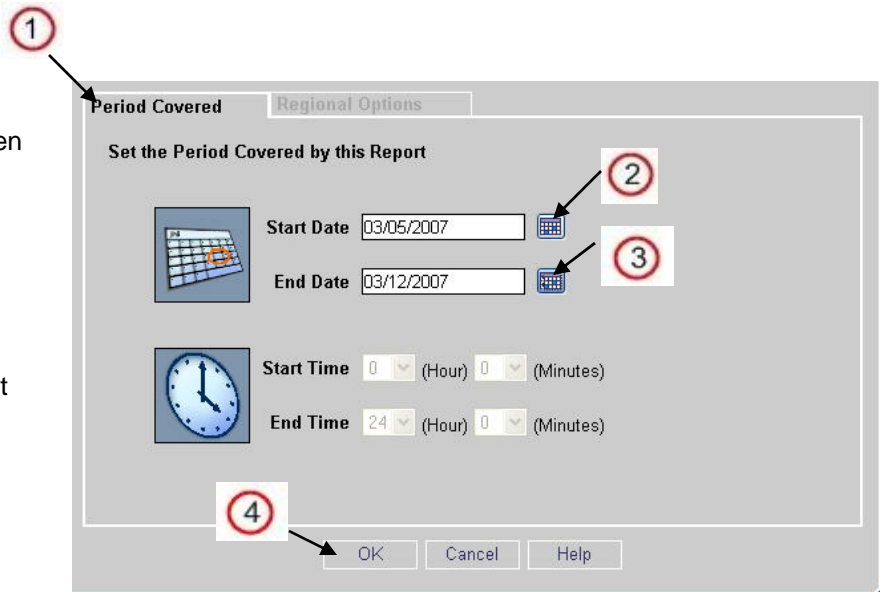
1. Agent Utilization
  - Agent Work Hours Report
2. Outcome Statistics
  - Leads Booked Report

**Agent Utilization – Agent Work Hours Report**

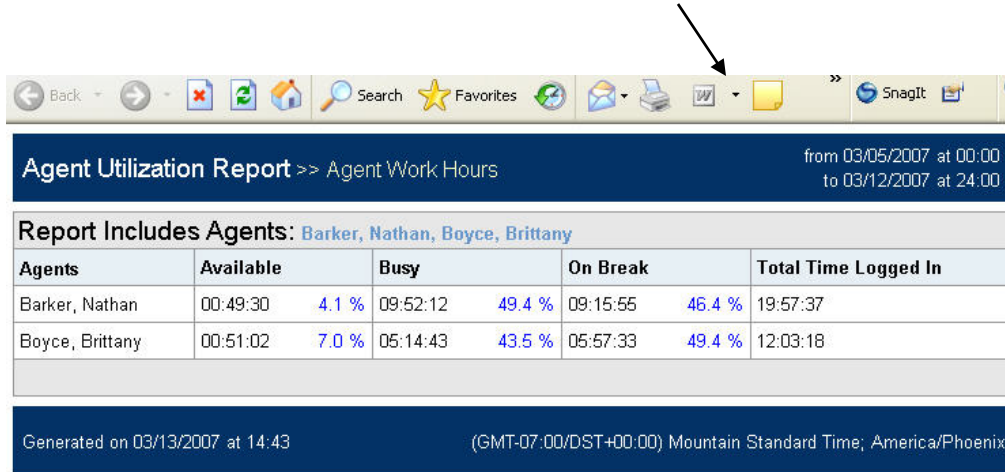
1. **Click Reports** from the Supervision Navigation Pane.
2. **Click Agent Utilization Report.**
3. **Click Agent Work Hours.**
4. **Click View.**



1. The Report Covered Screen displays.
2. **Click Calendar Icon** and Select Report Start Date (I chose March 5<sup>th</sup>)
3. **Click Calendar Icon** and Select Report End Date (I chose March 12<sup>th</sup>)
4. **Do not have** to select start and end times.
5. **Click OK.**

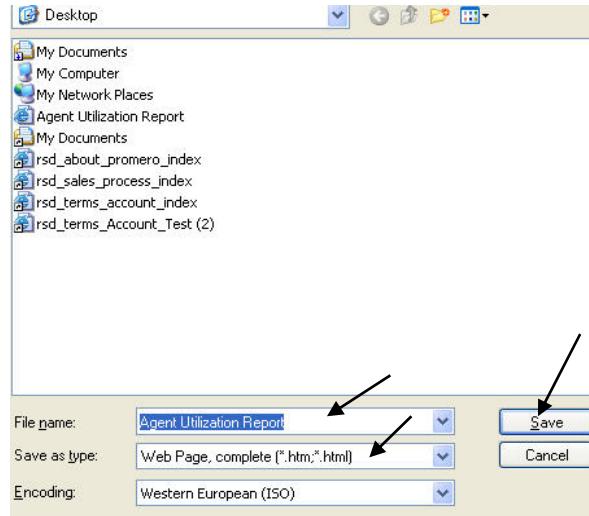


Your report showing Agent hours worked displays. You can click to Word Icon and view and save in Excel.

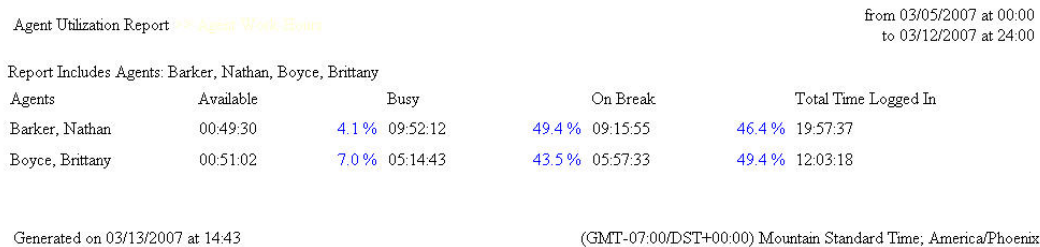


**BUT this works better:**

1. Click File
2. Select Save As
3. Enter a valid Filename
4. Select Web Page, Complete
5. From Save as type drop down
6. Click Save

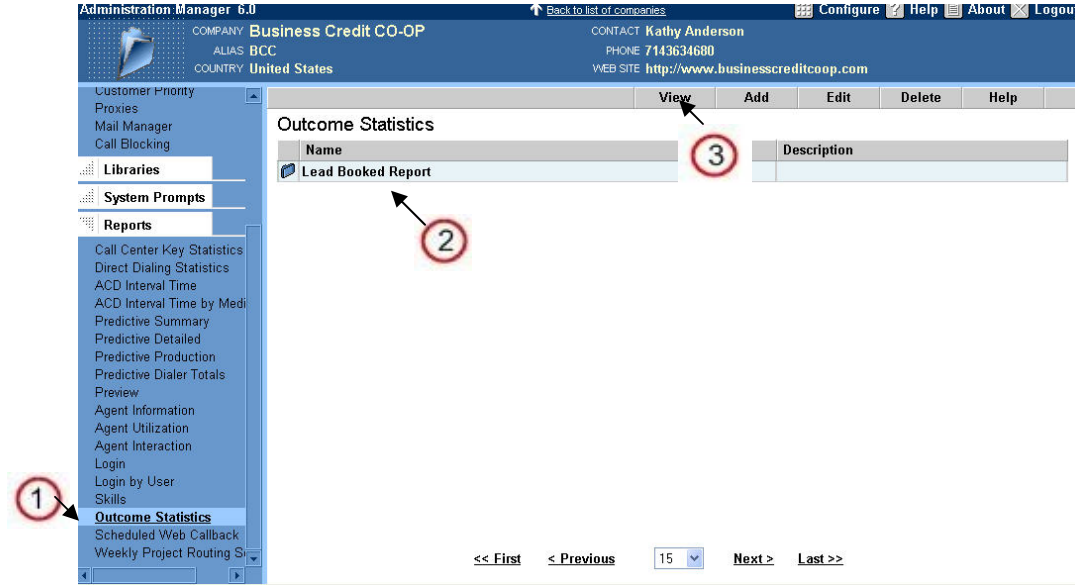


**When you Open the file it looks like:**

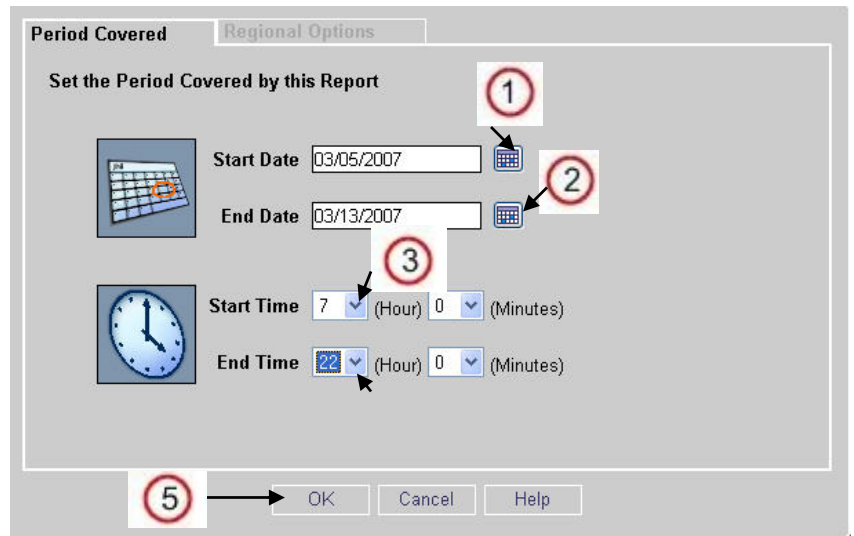


### Outcome Statistics - Leads Booked Report

1. Click Outcome Statistics from Reports in Navigation Pane
2. Click Lead Book Report
3. Click View



1. Click Calendar Icon and select Start Date (I chose 3/5).
2. Click Calendar Icon and select End Date (I chose 3/12).
3. Select Start time by clicking down arrow.
4. Select End Time by clicking down arrow
5. Click OK.



Your report showing Leads Booked Displays.

Outcome Statistic Report >> Lead Booked Report			
			from 03/05/2007 at 07:00 to 03/13/2007 at 22:00
<b>Report Includes Agents:</b> <a href="#">Barker, Nathan, Boyce, Brittany</a>			
Outcome	Preview	Outbound	Total
demo rescheduled for later date	no records found		
<b>Report Includes Agents:</b> <a href="#">Barker, Nathan, Boyce, Brittany</a>			
Outcome	Preview	Outbound	Total
demo scheduled	no records found		
<b>Report Includes Agents:</b> <a href="#">Barker, Nathan, Boyce, Brittany</a>			
Outcome	Preview	Outbound	Total
Forwarded to Salesperson	9	0	9

Follow steps on Page 2 for saving in HTML format for transporting to other users.

Once saved, it looks like:

Outcome Statistic Report >> Lead Booked Report			
			from 03/05/2007 at 07:00 to 03/13/2007 at 22:00
<b>Report Includes Agents:</b> <a href="#">Barker, Nathan, Boyce, Brittany</a>			
Outcome	Preview	Outbound	Total
demo rescheduled for later date	no records found		
<b>Report Includes Agents:</b> <a href="#">Barker, Nathan, Boyce, Brittany</a>			
Outcome	Preview	Outbound	Total
demo scheduled	no records found		
<b>Report Includes Agents:</b> <a href="#">Barker, Nathan, Boyce, Brittany</a>			
Outcome	Preview	Outbound	Total
Forwarded to Salesperson	9	0	9