

Create a Report showing Outcomes by User:

1. Login to Promero Reports <http://tawreports.promero.com/login.aspx>
2. Enter Your Company Name in Company Alias Name
3. Enter Your User Name
4. Enter your Password
5. Click Login

Note: These would be the same logins you use to login into ContactCenter@nywhere.

At the Reports Screen:

1. Select Last Outcomes Status from Select Report Type Drop Down
2. Select Start Date by clicking date on calendar (to go back one month, click <)
3. Select End Date by click date on calendar (to go forward one month, click >)
4. Select Project from Project window (cannot select both)
5. Select Agent name from Agent Window (can select multiple agents)
6. Click View Report
7. You will be promoted if you want to Open or Save the file.
8. Click Open to view to ensure it is what you want.
9. Click File and Save As
10. Save to your local drive.

Repeat steps to run Outcome Report against another project.

NOTE: There may be other reports in the drop down list that could be helpful also.

The screenshot displays the Promero Reports interface. At the top, there are navigation tabs: Reports, Predictive Contacts, Do Not Call, and Logout. On the right, there are buttons for View Report and New Reports. The main content area is titled 'Select Report Type' and contains a dropdown menu currently set to 'Last Outcomes Status'. Below this is a 'More Options' button. Two calendar pickers are shown for 'Start Date' and 'End Date', both set to March 2007. The 'Start Date' calendar shows the 5th as selected, and the 'End Date' calendar shows the 14th as selected. Below the calendars are three selection windows: 'Project' (with BCC and OCC listed), 'Workgroup' (with Main Work Group listed), and 'Agent' (with a list of names including admin, admin, Anderson, Kathy, Barker, Nathan, Boyce, Brittany, Dasal, Kathleen, and support department, Promero). The 'Agent' window has 'Barker, Nathan' selected.