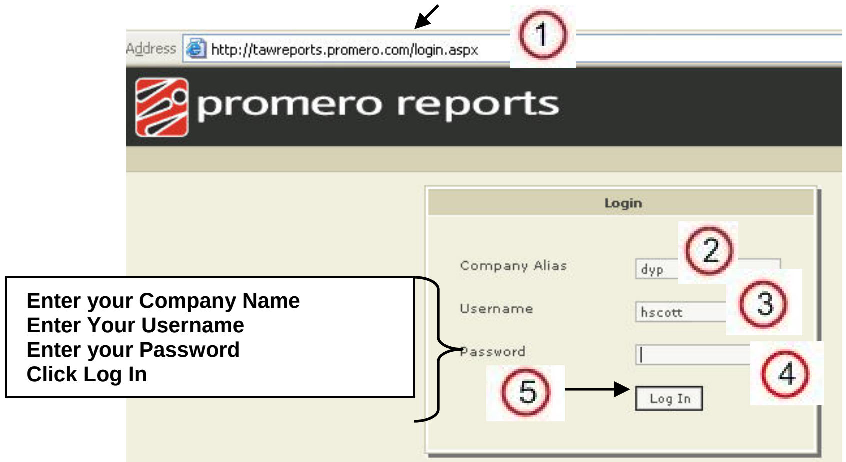
TAW Reports and "Flipping" a Predictive Dialer List

Login TAW Reports:

1. **Enter** http://tawreprots.promero.com in a browser window
2. **Enter** your Company name on Company Alias field
3. **Enter** your CallCenter@nywhere username
4. **Enter** your CallCenter@nywhere password.
5. Click **Log In**

URL Address to access TAW Reports

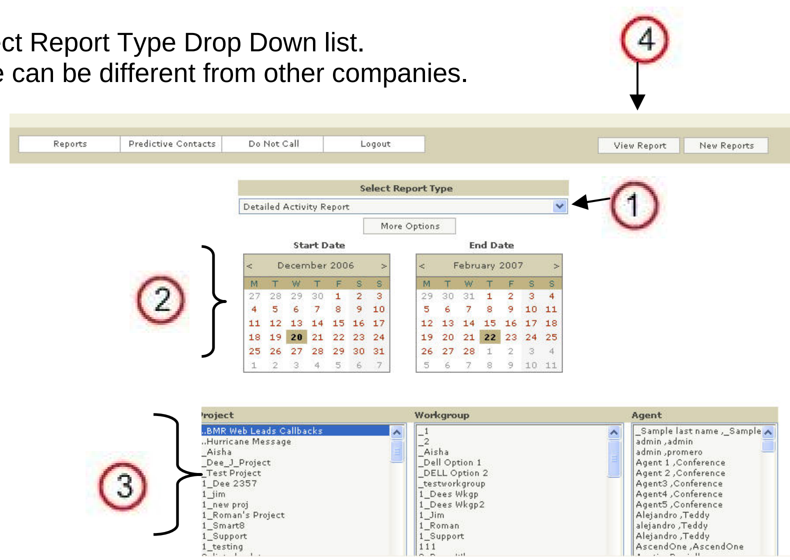


Reports Screen:

There are 2 main reports that most users find helpful:

- Detailed Activity Report
- Detailed Activity Report with Recordings

1. **Select Report type** from the Select Report Type Drop Down list. **NOTE**: The list of reports you see can be different from other companies.



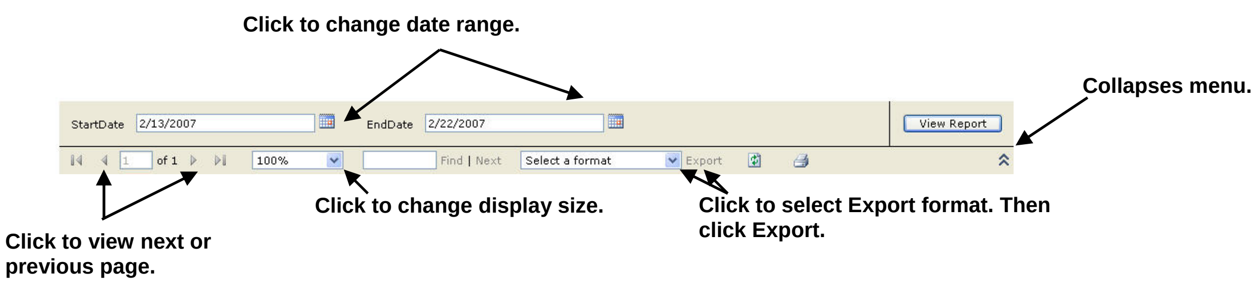
2. **Select Start AND End Date** Range for the Report. Click < to go back one month OR Click > to go forward one month.
3. **Select the Project** your report will be based on.
4. Click **View Report**. A window displays asking if you want to **Open or Save** the Report. Click Open.
5. The **report opens in Excel** where you can apply filters, color, etc.
6. **Click Save As** from the File menu if you wish to save the report to your local hard drive.

New Reports:

- These are predefined reports that Promero created.
- These reports are different from the above reports in that you have more control over the criteria you are reporting on and you have more “drill down” capabilities.
- There are more export formats available.
- The most common New Reports are:
  - ✓ Call History
  - ✓ High Watermark

1. Click New Reports from the TAW Report Screen. (Refer to above image.)
2. Select the Enterprise (TAW are CallCenter@nywhere Reports, ProStar are CRM Reports).
3. Select the Report Name from the Select Report Drop Down list.
4. Click View Report.

5. The report Viewer screen displays.
6. Select a Start Date for your Report.
7. Select an End Date for your Report.
8. Click View Report. A message will display indicating the report is being generated.
9. The below screen displays allowing you to change the date range, change the viewing size, and to export the report to your local hard drive.



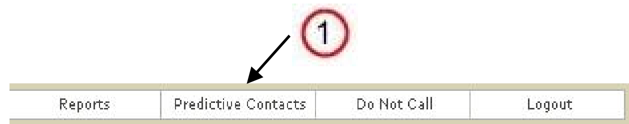
"Flipping a List":

- There are ways to flip a list:

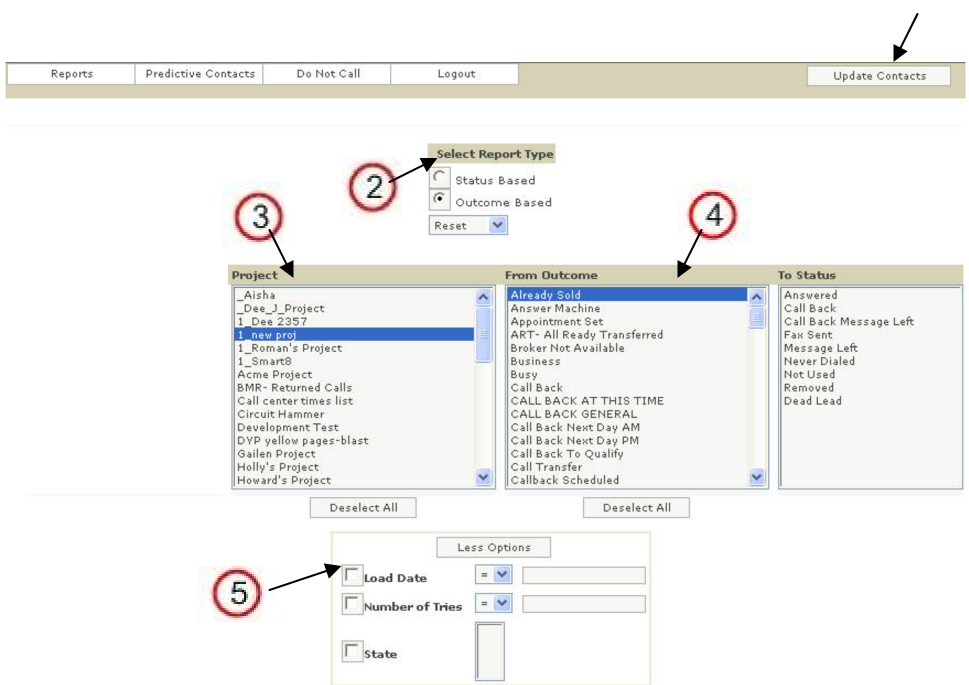
  - ✓ Status Based
  - ✓ Outcome Based

o **Flipping Status Based List:**

1. Select Predictive Contacts from Main Report Window.



2. Select Report Type (Status or Outcome Based)
3. Select the Project (this would be your Call Center Project Name)
4. Select items to flip from the From Status Window
5. Click More Options if you want identify criteria such as load date, number of retries or state.
6. Click Update Contacts.
7. A screen will display asking if you are sure, click Yes to Update.



o **Flipping Outcome Based List:**

1. Repeat above steps, **EXCEPT** in Step 2, select Outcome Based.

Ensure you always click Logout when finished flipping your list.