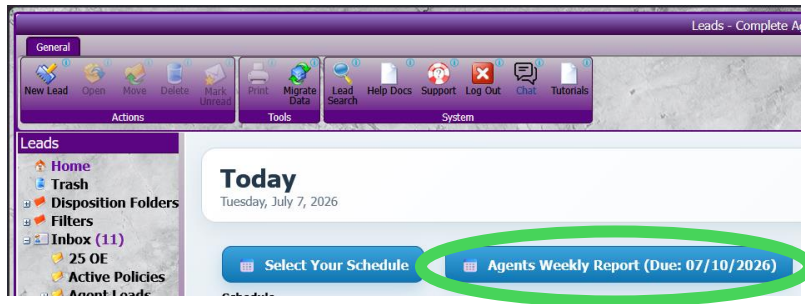


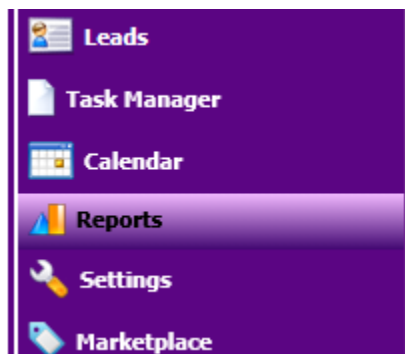
Agent Weekly Report Steps:



From the "Home" screen in CAS, click on "Agents Weekly Report" button to access the report. Prior to completing and submitting the report, you will need to gather information.

A screenshot of the 'Complete Survey' form. It contains several input fields: 'Talk time (in minutes)', 'Hours worked', 'Total sales', and 'Average talk time per call'. Below these are three open-ended questions with text areas for answers: 'What challenges did you have this week in performing your job duties?', 'What went well for you this week in performing your job duties?', and 'How is life going? Is there anything outside of work you would want to make us aware of?'. A 'Cancel' button is at the bottom right.

In CAS, select "Reports" on the left side of the screen near the bottom and then select "Agent Ring Central Report."



Set the "Start Date" on the Monday of the week you are running the report and "End Date" on the Friday of the week you are running the report:

Use this report for Ring Central calls

Criteria

Saved Reports:

Start Date:

End Date:

Agent:

Once you click "Run," you will get a report with information that looks similar to the following screenshot with information in each column that you'll use for your Weekly Report. It's helpful to take a screenshot of the report to reference in completing the Agents Weekly Report.

Reporting Timers

Search:

Ring Central Last Report	Ring Central Last Call	Balto Last Report	Balto Last Call
2 mins	25 mins	17 mins	155 mins

Results

Search:

Firstname	Lastname	AV	ACA	Dental	Total Calls	Total Outbound	Total Inbound	Avg Talk Time	Total Talk Time	Outbound Talk Time	Inbound Talk Time
Amy	Autry	\$0.00	0	0	0	0	0	0.00	0.00	0.00	0.00

To collect the number of "Hours Worked," you can log into Bamboo to find that total for the week.

The Agent Weekly Report must be completed by everyone at the end of your shift every Friday. If you are off on Friday, then complete on the last day you are in the office for the week.