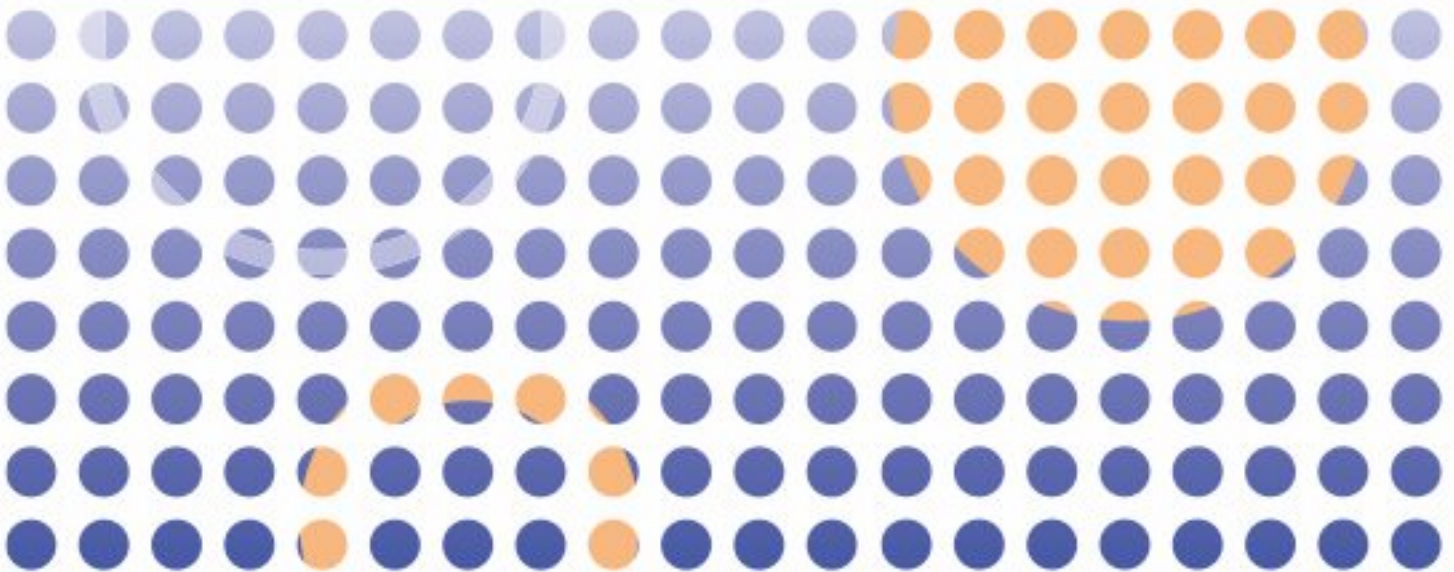




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CyReport™
Quick-Start Guide

Run a new Report

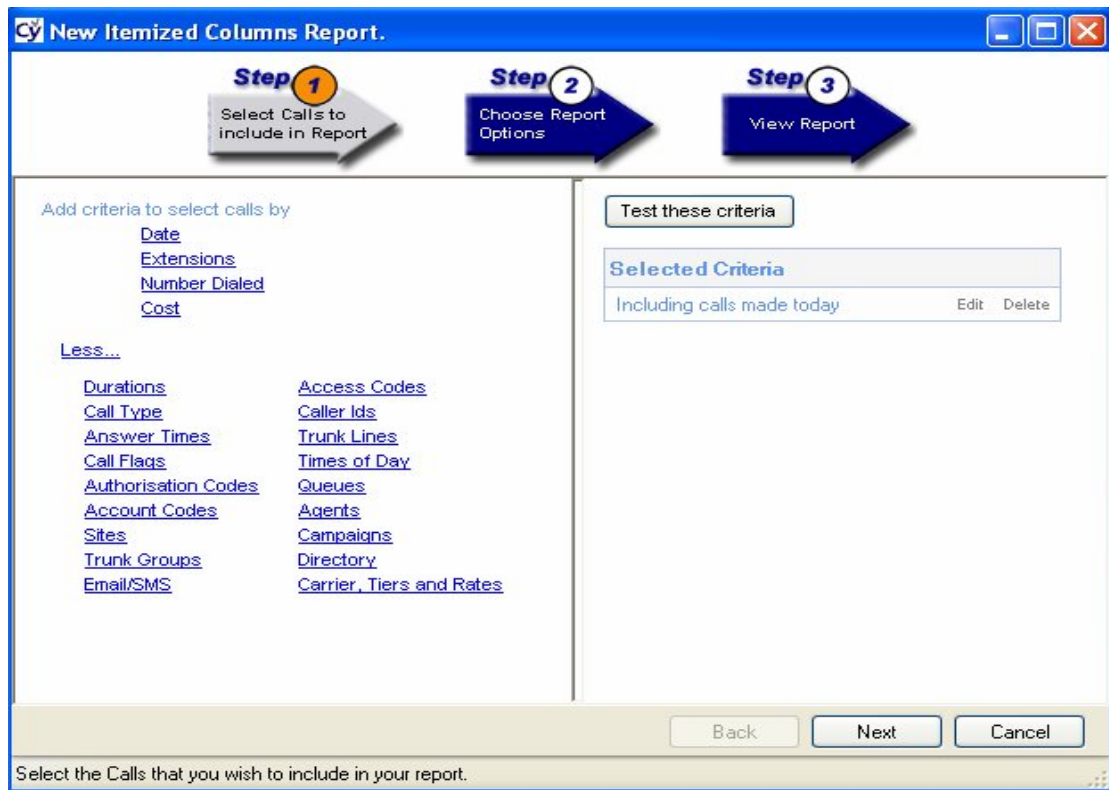
In this example, we are going to run a report of Call Centre Agent Break Types

Click on Call Centre Reports to open the category tree, and here we are going to open the Agent Reports sub category and then click on Break Type Numbers by Agent.



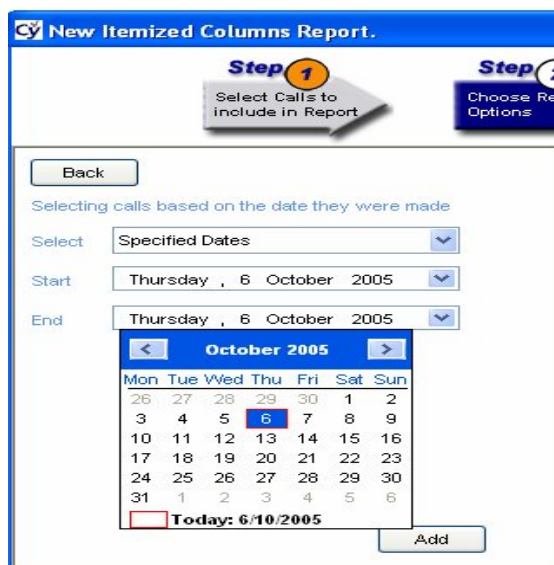
Select Report Criteria

CyReport guides you through the process of selecting data and options for your Report in a simple 3 Step Wizard



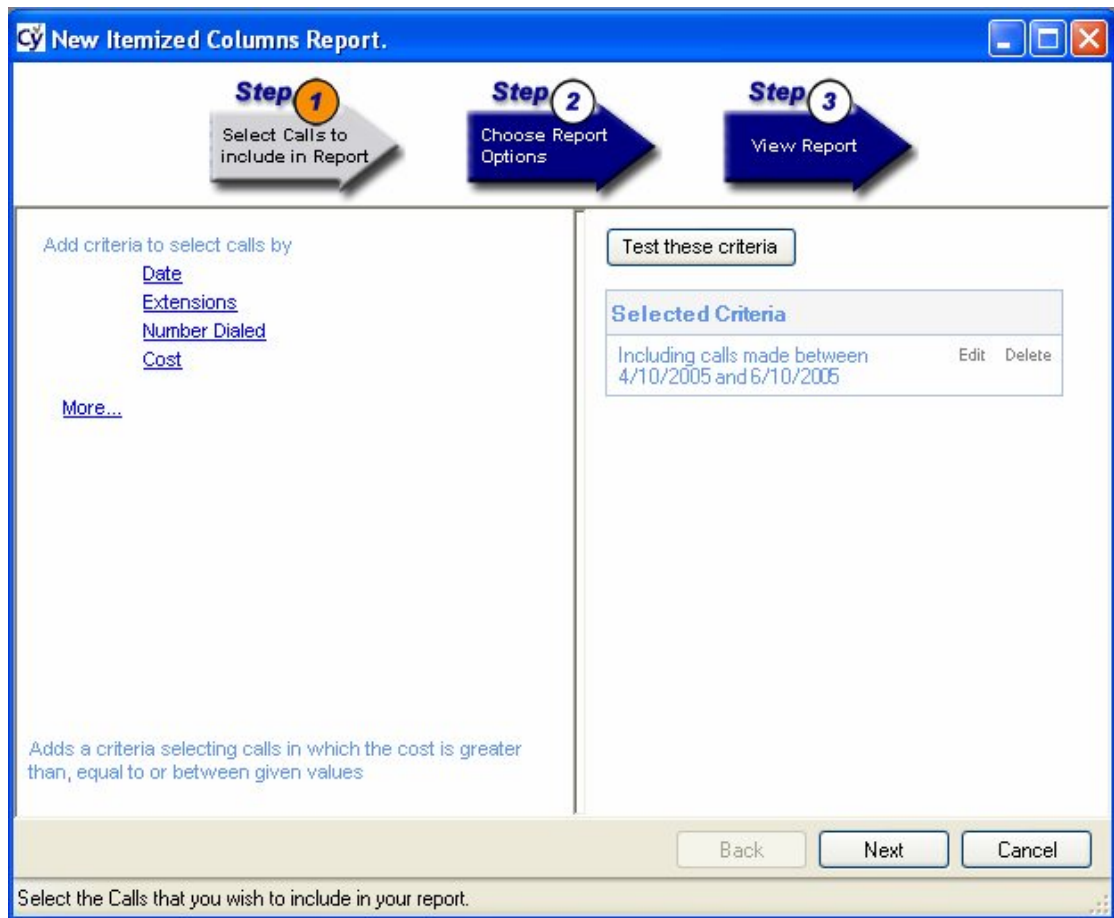
Step 1

Select criteria from the left side of the screen – for example, here we will modify the date range. Click on Edit at the default date criteria. Select the desired date. Click on Add / Accept at the bottom screen when done.



Select Report Criteria (cont/....)

We can now see that our date criteria has been selected and listed on the right of the Step 1 CyReport screen.



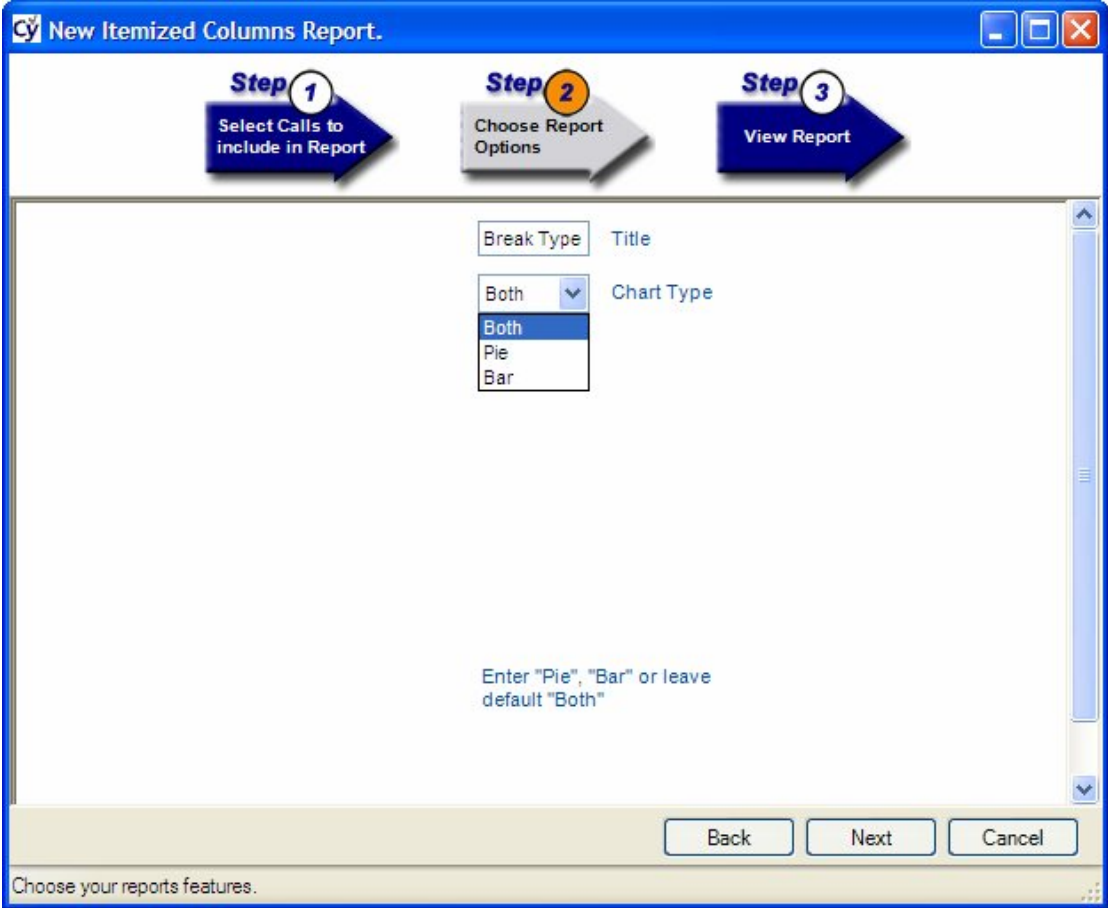
You can delete or edit the criteria accordingly, or Click on Next to continue.

Clicking Test these criteria will show you how many calls meet the criteria you have selected.

You can continue to add more criteria to the list until you are satisfied with the data set you are targeting to report on.

Select Report Options

Step 2 allows us to create a title for our report – and also select any report options that may be available



The screenshot shows a dialog box titled "New Itemized Columns Report." with a blue header bar. At the top, there are three steps indicated by arrows: Step 1 (Select Calls to include in Report), Step 2 (Choose Report Options), and Step 3 (View Report). Step 2 is currently active. The main area contains a "Break Type" field with a dropdown menu set to "Both", and a "Chart Type" field with a dropdown menu showing "Both", "Pie", and "Bar". Below the dropdowns, there is a text prompt: "Enter 'Pie', 'Bar' or leave default 'Both'". At the bottom right, there are three buttons: "Back", "Next", and "Cancel". A status bar at the bottom left reads "Choose your reports features."

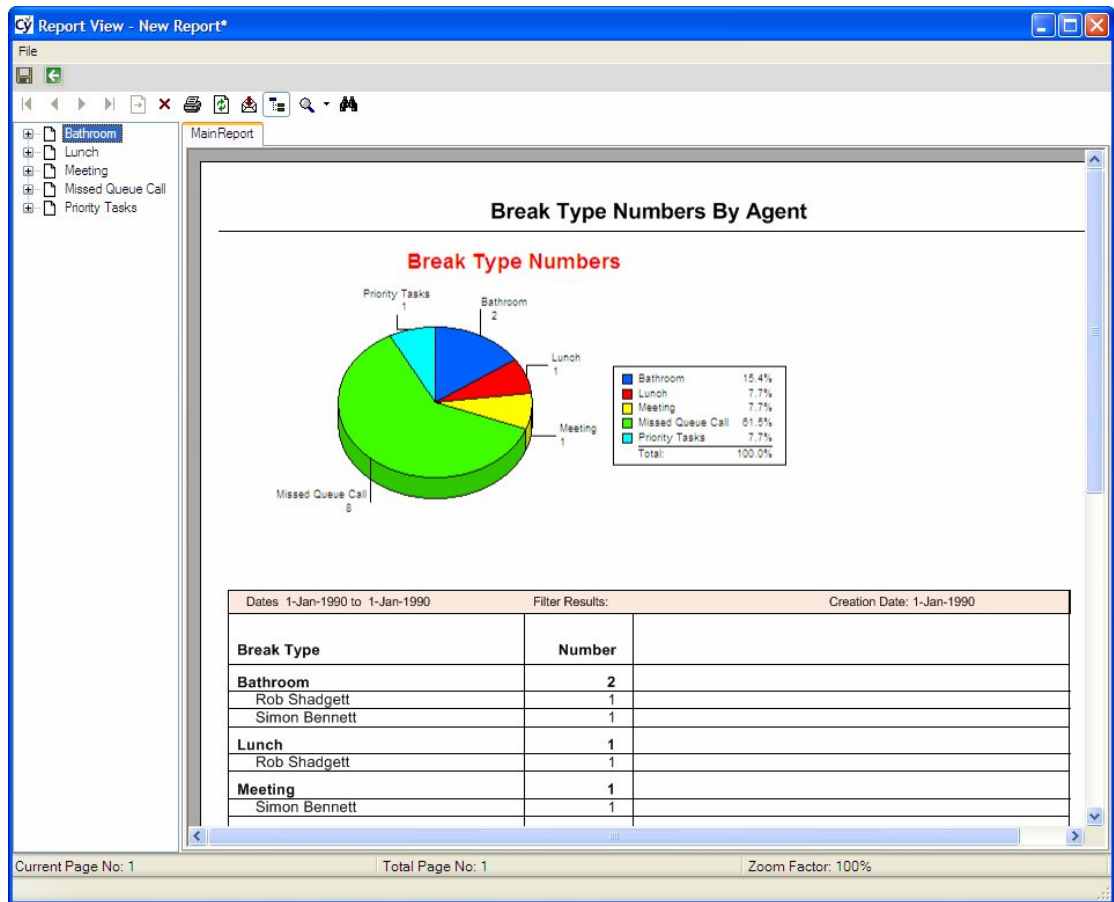
Note that as you hover over the report options a Help Text will appear at the bottom of the screen as show here – informing us that we can select either a Pie or Bar Chart – or both.

We will select a Pie Chart only in this instance.

Click Next to Continue

Your Report is Ready!

Your Report is displayed to the screen providing you with further options.



You can print, email, or output to PDF, Excel and many more formats.

By Clicking on the Green Back Arrow at the top left of the screen you can go back and edit selections you have made.

By clicking on the Save Disk icon on the tope left hand corner you can save this report to your 'My Reports' categories on the main command screen of CyReport.