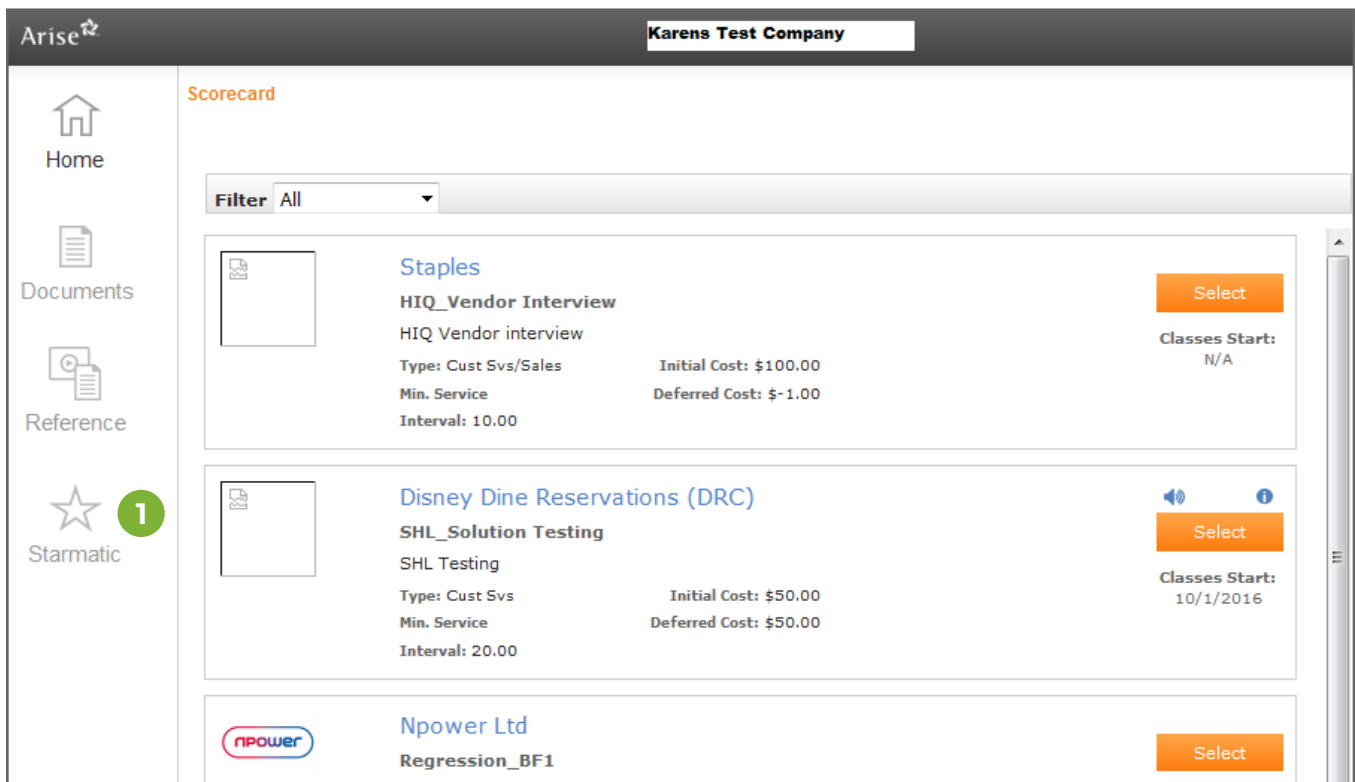


## VIEW REPORTS IN STARMATIC

The purpose of this document is to assist you with viewing the Commitment Adherence reports that are available in Starmatic. Reports are based on a rolling 30-day period and are available 4 days after the period ends.

There are several new reports available in Starmatic. To view them:

1. From the Arise Portal home page, click on **Starmatic**.



The screenshot shows the Arise Portal interface for 'Karens Test Company'. The left sidebar contains navigation icons for Home, Documents, Reference, and Starmatic (marked with a '1'). The main content area is titled 'Scorecard' and features a 'Filter All' dropdown. Three report cards are displayed:

Report Name	Type	Initial Cost	Deferred Cost	Min. Service	Interval	Classes Start
Staples HIQ_Vendor Interview	Cust Svcs/Sales	\$100.00	-\$1.00		10.00	N/A
Disney Dine Reservations (DRC) SHL_Solution Testing	Cust Svcs	\$50.00	\$50.00		20.00	10/1/2016
Npower Ltd Regression_BF1						

# VIEW REPORTS IN STARMATIC



2. Click on **Reports**. Note: Reporting is updated every day at 2pm ET.

Arise  
Work. Freedom. Trust. Results.

Welcome **Test, Karen** | User Profile | Logout

Quick Post | Wishlist Template | CSP Dashboard | **Reports** 2

Schedule Releases | Schedule Distribution

Home > Quick Post > Schedule Releases

### Schedule Releases

Schedule Status: All

Program Name: Select all displayed programs

Retrieve

Schedule Summary User Time 07/05/2016 04:21:54 PM

View Distribution | Released | Scheduled

Refresh

3. Under **Report Category** select the type of report you want to run. **Performance** shows your data.

Arise  
Work. Freedom. Trust. Results.

Welcome **Test, Karen** | User Profile | Logout

Quick Post | Wishlist Template | **Reports**

Report View

Home > Reports > Report View

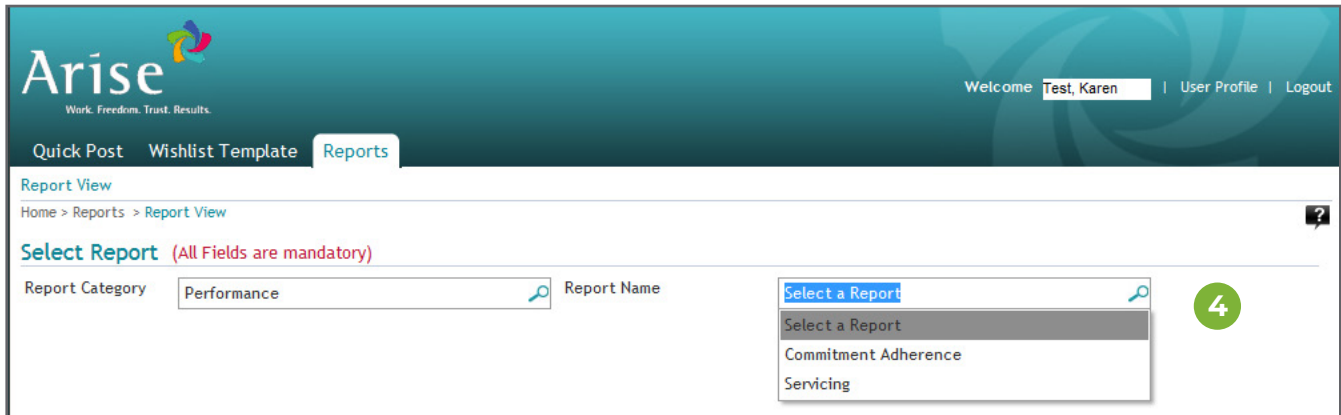
### Select Report (All Fields are mandatory)

Report Category: Select a Report Category 3

Report Name:

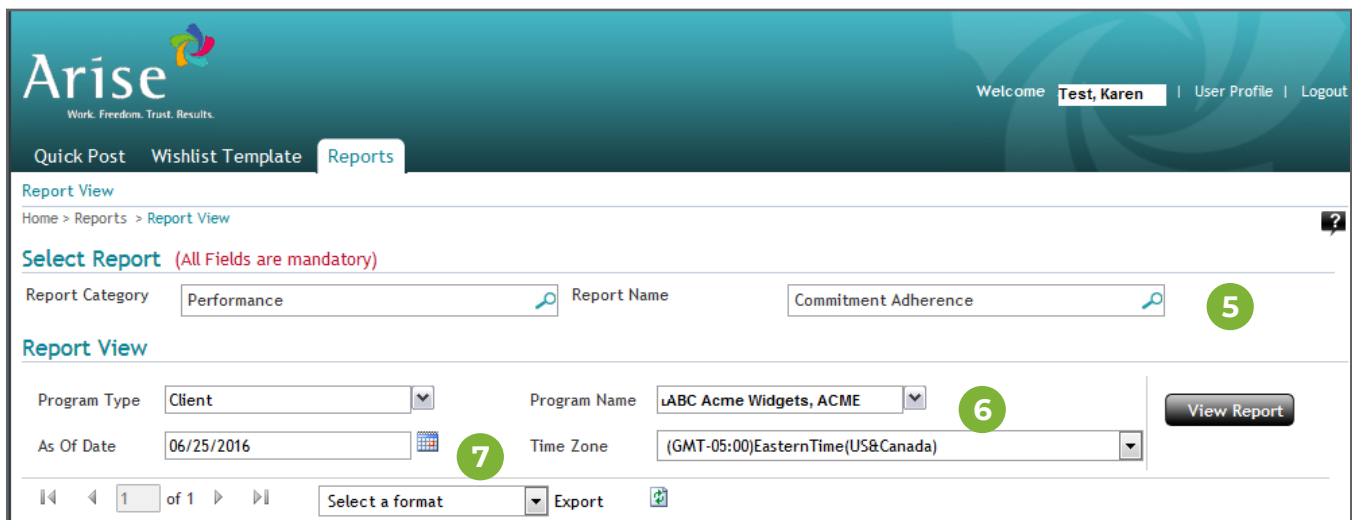


- Under **Report Name** select the actual report you want to run.
  - **Commitment Adherence** – shows the details (by CSP) with a summary for each CSP at the end of the report.
  - **Servicing** – shows the details of the intervals by CSP for your call center.



To run and view the Commitment Adherence report:

- Select **Commitment Adherence** (under report name)
- Select all **Program Names** your service or select individual **Program Names**.
- For **As Of Date**, After 2pm ET (daily), you can run the **Commitment Adherence** report using an **As of Date** of four days ago (including today's date).



NOTE: This report will give you the daily breakdown of CA calculation as well as a view of your most current rolling 30-day CA performance, listed at the bottom of the report.

If the report returns the message “No records matching the filter criteria” try selecting a day prior in the “As of Date” you originally entered, because data for the day you originally selected has not yet been finalized.

# VIEW REPORTS IN STARMATIC



In order to export the report and make it easier to view and sort the data:

8. Go to **Select a format** and select **Excel**.
9. Click the **Export** button.

This is an example of the exported Commitment Adherence data in Excel.

Program Name	IB ID	IB Name	IBO Email	Date	CSP ID	CSP Name	CSP E-mail	CA%	Selected Mins	Posted Interval Login Mins	Released Lockdown	Excused No Show Mins
Reliance HC Inbound CS	123456	ACME Agents Inc.	acmeagents@gmail.com_999	5/13/2016	123456	Testing, Pam	testworkathome@123.com	98.33%	120	118	0	0
Reliance HC Inbound CS	123456	ACME Agents Inc.	acmeagents@gmail.com_999	5/14/2016	123456	Testing, Pam	testworkathome@123.com	NA	0	0	0	0
Reliance HC Inbound CS	123456	ACME Agents Inc.	acmeagents@gmail.com_999	5/15/2016	123456	Testing, Pam	testworkathome@123.com	NA	0	0	0	0
Reliance HC Inbound CS	62153	ACME Agents Inc.	acmeagents@gmail.com_999	5/22/2016	123567	Testing, Sam	testworkathome@123.com	NA	0	0	0	0
Reliance HC Inbound CS	62153	ACME Agents Inc.	acmeagents@gmail.com_999	5/23/2016	123567	Testing, Sam	testworkathome@124.com	NA	0	0	0	0
Reliance HC Inbound CS	62153	ACME Agents Inc.	acmeagents@gmail.com_999	5/24/2016	123567	Testing, Sam	testworkathome@124.com	75.38%	360	294	30	0

# VIEW REPORTS IN STARMATIC



To run a Servicing Report:

10. Under the **Performance** report category, select **Servicing** (under report name)
11. Select all **Program Names** you service(s) or select individual **Program Names**.
12. Select the **Start Date** you serviced.
12. Select the **End Date** you serviced.
14. Select **Excel** under **Select a Format** and click the **Export** button.

The screenshot shows the Arise Reports interface. At the top, there's a navigation bar with 'Quick Post', 'Wishlist Template', and 'Reports'. Below that, the 'Report View' section is active. The 'Select Report' form has the following fields:
 

- Report Category: Performance (10)
- Report Name: Servicing (10)
- Program Type: Client (11)
- Program Name: ABC Acme Widgets, ACME (11)
- Start Date: 06/01/2016 (12)
- End Date: 06/15/2016 (13)
- Time Zone: (GMT-07:00)MountainTime(US&Canada)
- Export button: Select a format (14)

This is an example of the exported Posted Interval data in Excel.

The screenshot shows an Excel export titled 'Posted Interval Report'. The table contains the following data:

Program Name	IB ID	IB Name	IBO Email	CSP ID	CSP Name	CSP E-mail	Selected Mins	Posted Interval Login Mins	Non Selected Mins	No Show Mins	Rel Mins	Int Wav Mins	Int Ex Mins	Excused No Show Mins	Excused Rel Mins
ABC Acme Widgets	12345	Karen's Test Company	test@123company.bc	54321	Test, Karen	TestKaren@123company.abc	3,750	638	52	3,112	0	0	180	0	0
<b>Totals ABC Acme Widgets</b>							3,750	638	52	3,112	0	0	180	0	0