

How to Download Reports in a Format I Like

You have your Report 

...You know your filter values 

....You get your Report 

.....It's not in the format you want 

No worries just follow the quick steps below and you will be good to go!

1) This is your report page after you have entered your prompt values and clicked Finish.

Daily agent activity

Summary Call Log

Daily Agent Activity
Date: Jun 28, 2019 Refresh

Site	Total Calls	ATT (minutes)	ACW (minutes)	AHT (minutes)	ASA (seconds)	FCR %	SLA %	Occupancy %	Quality %	AVG Cost/Call	Abandonment %	Customer Satisfaction %
Atlanta CC	389	14.8	4.3	13.1	11	78.7%	97.7%	80.2%	92.1%	\$7.67	2.1%	67.4%
Dallas CC	324	13.7	3.9	17.6	20	71.9%	50.6%	75.5%	85.5%	\$7.20	4.3%	67.9%
Phoenix CC	320	13.4	3.9	17.3	16	71.2%	75.6%	77.4%	91.5%	\$6.88	2.5%	62.5%

Agent ID	Agent	Total Calls	ATT (minutes)	ACW (minutes)	AHT (minutes)	ASA (seconds)	FCR %	SLA %	Occupancy %	Quality %	AVG Cost/Call	Abandonment %	Customer Satisfaction %
Atlanta CC													
Shift/Supervisor: 06:00 - 14:00 / Arv Goatcher													
32220	Mora Barkess	26	10.9	3.2	14.1	11	92.3%	100.0%	87.2%	83.3%	\$5.19	0.0%	57.7%
32280	Mischa Scanlon	21	13.3	3.6	16.9	12	85.7%	95.2%	84.7%	100.0%	\$7.20	4.8%	85.7%
32380	Pozele Lude	27	9.6	2.9	12.4	12	85.2%	100.0%	80.0%	93.3%	\$4.61	0.0%	85.2%
32420	Deny Wagge	24	11.4	3.5	14.9	11	87.5%	95.8%	84.9%	88.2%	\$6.30	4.2%	54.2%
32240	Jock Teresi	22	13.0	3.7	16.7	13	81.8%	95.5%	87.7%	100.0%	\$6.12	4.5%	86.4%
32260	Floria McKeurton	22	12.0	3.2	15.2	12	86.4%	95.5%	79.6%	90.9%	\$5.66	4.5%	72.7%
32300	Selig Pennacci	9	27.3	7.6	35.0	9	100.0%	100.0%	74.9%	100.0%	\$16.80	0.0%	100.0%
32320	Magnum Cussen	26	9.6	3.0	12.6	12	73.1%	100.0%	78.2%	100.0%	\$5.82	0.0%	73.1%
32340	Rurik O' Liddy	31	8.3	2.5	10.8	10	38.7%	96.8%	79.4%	84.2%	\$3.73	3.2%	80.6%
32360	Grayce Goffe	20	12.9	3.5	16.4	12	90.0%	95.0%	78.3%	100.0%	\$6.74	0.0%	45.0%
32400	Gregoor McGannon	20	13.6	4.1	17.7	12	85.0%	90.0%	84.5%	88.9%	\$6.74	10.0%	90.0%
Shift/Supervisor: 14:00 - 22:00 / Cassandra Bauk													

2) Click the Down Arrow near the Play button on your screen

The screenshot shows a web application interface for 'Daily agent activity'. A red box highlights a play button with a dropdown arrow. A green arrow points from this button to a dropdown menu with the following options: Run HTML, Run PDF, Run Excel, Run Excel data, and Run CSV. The report displays a summary table for sites (Atlanta, Dallas, Phoenix) and a detailed table for agents at Atlanta CC.

Site	W (minutes)	AHT (minutes)	ASA (seconds)	FCR %	SLA %	Occupancy %	Quality %	AVG Cost/Call	Abandonment %	Customer S
Atlanta CC	4.3	9.1	11	78.7%	97.7%	80.2%	92.1%	\$7.67	2.1%	67
Dallas CC	3.9	17.0	20	71.9%	50.6%	75.5%	85.5%	\$7.20	4.3%	67
Phoenix CC	3.9	17.3	16	71.2%	75.6%	77.4%	91.5%	\$6.88	2.5%	62

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32380	Rozele Lude	27	9.6	2.9	2.4	12	85.2%	100.0%	80.0%	93.3%	\$4.61	0.0%	85.7
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32320	Magnum Cussen	26	9.6	3.0	12.0	12	73.1%	100.0%	78.2%	100.0%	\$5.82	0.0%	73.7
32340	Rurik O' Liddy	31	8.3	2.5	10.8	10	38.7%	96.8%	79.4%	84.2%	\$3.73	3.2%	80.1

This opens a list of formats you can choose to view your report in.

Now if I want to view my report in PDF all I have to do is click the Run PDF option and I will get my report displayed in the below format

Daily agent activity 1 / 92

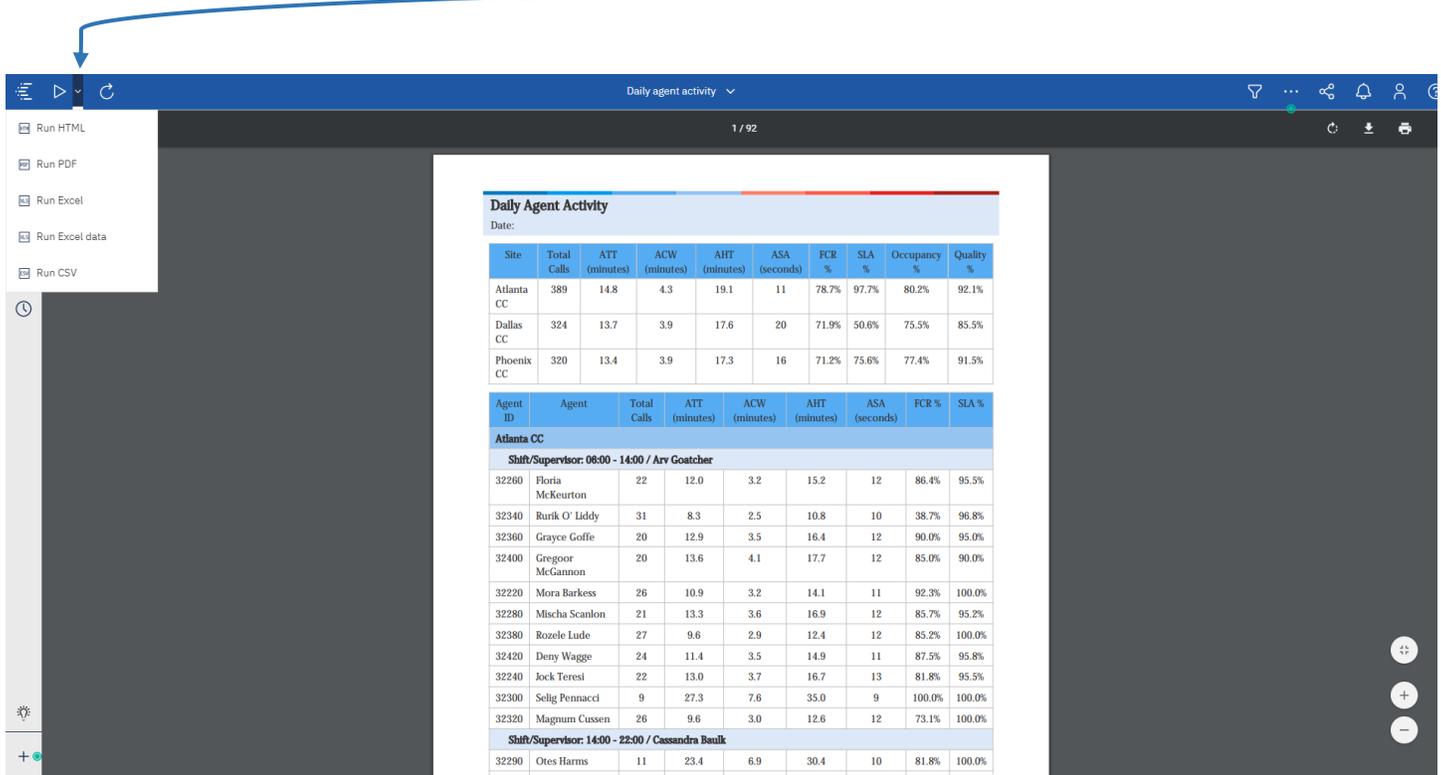
Daily Agent Activity
Date:

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32320	Magnum Cussen	26	9.6	3.0	12.6	12	73.1%	100.0%
Shift/Supervisor: 14:00 - 22:00 / Cassandra Bauk								
32290	Otes Harms	11	23.4	6.9	30.4	10	81.8%	100.0%

Here I have access to regular PDF options like Rotate Clockwise, Download and Print

Now if I were to decide I want my report in excel again I go to the little Down Arrow near the Play button like in step 1.



Keep in mind this could take longer if your file is very large

Now I can pick Run Excel → to get a excel download of my report

Run Excel Data → to get an excel download with no formatting (things like column colors will be left out)

Run CSV → to get a CSV file of your data

End Result: You should have your report in the format you want. If not please feel free to reach out to one of the resources below.

ADDITIONAL HELP

Technical issues, contact the UF Computing Help Desk
352-392-HELP

Policies and Directives, contact the University of Florida Reporting Services
reporting-services@ufl.edu