

OPEN A REPORT TO EDIT

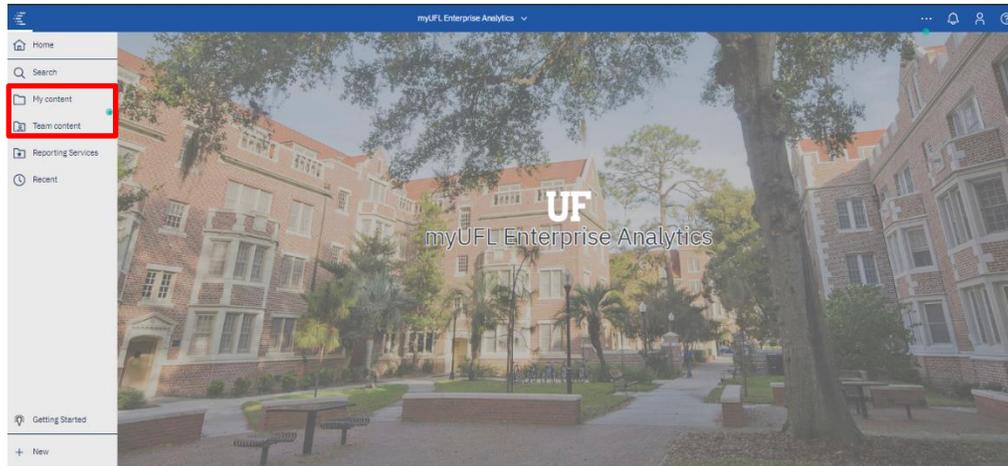
The following instructions will walk you through the process of opening a report to edit.

NAVIGATION

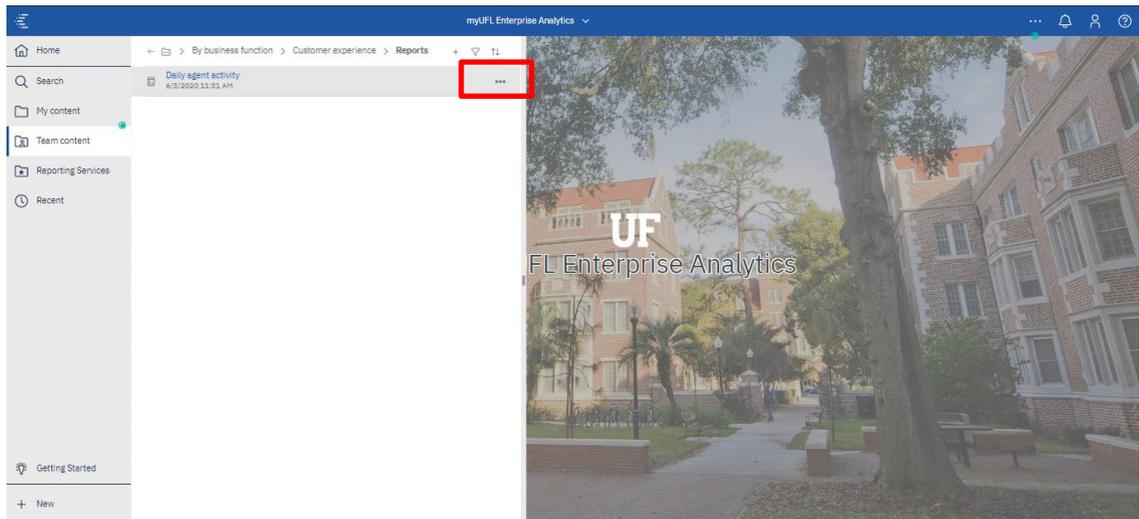
Login into myUFL and navigate to:

Nav Bar > Main Menu > Enterprise Analytics > Access Enterprise Analytics

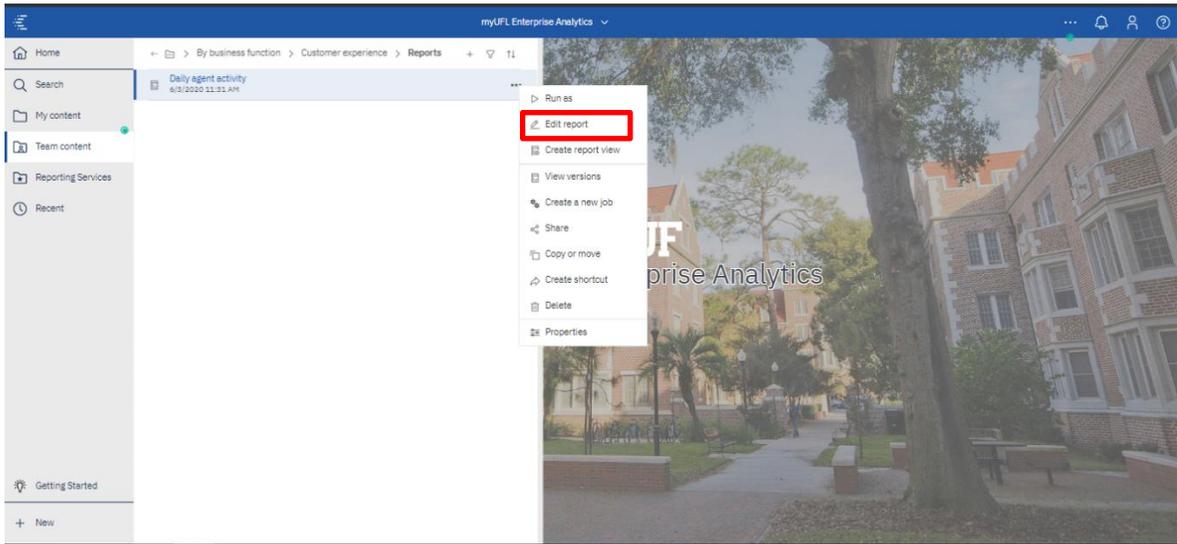
1. To open a report, click on the **My Content folder** or the **Team Content folder**.
 - The My Content folder is used for your personal reports.
 - The Team Content folder is used for reports shared by you and other members of your team.



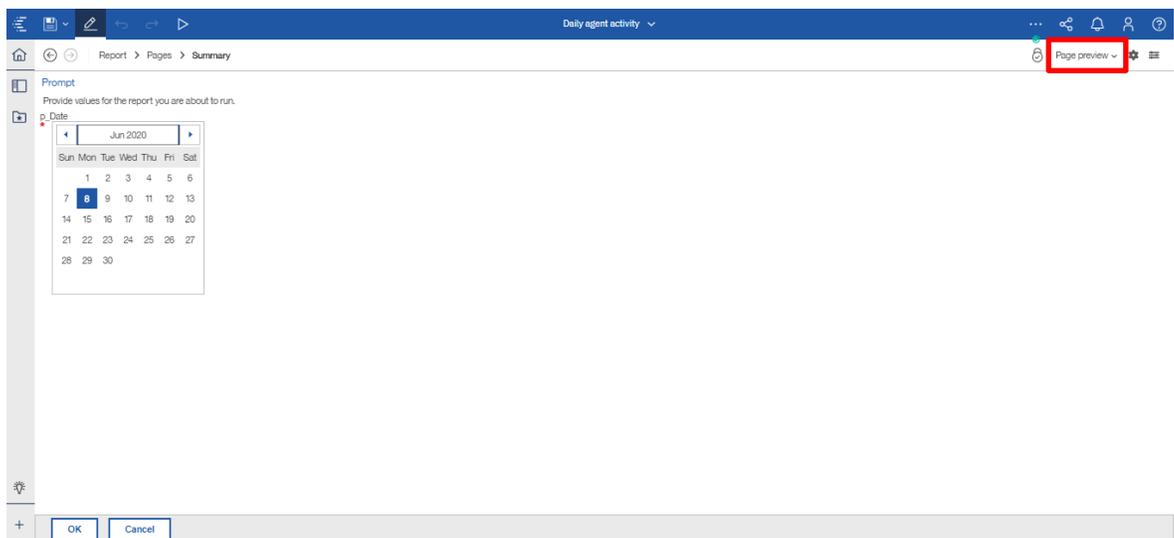
2. To open the report you would like to edit, click the **More** icon



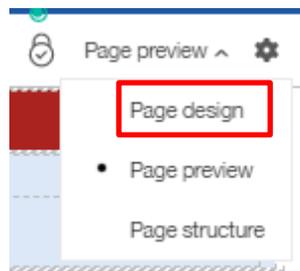
3. Click **Edit report**.



4. The report may load in page preview mode. Click the **Page Preview** menu.



5. Click **Page design**.



- You can edit your report. Use the Save button to save your report to the My Content folder or your Shared folder in Team Content.

Site	Total Calls	ATT (minutes)	ACW (minutes)	AHT (minutes)	ASA (seconds)	FCR %	SLA %	Occupancy %	Quality %	AVG Cost/Call	Abandonment %	Customer Satisfaction %
<Site>	<Total Calls>	<ATT (minutes)>	<ACW (minutes)>	<AHT (minutes)>	<ASA (seconds)>	<FCR %>	<SLA %>	<Occupancy %>	<Quality %>	<AVG Cost/Call>	<Abandonment %>	<Customer Satisfaction %>
<Site>	<Total Calls>	<ATT (minutes)>	<ACW (minutes)>	<AHT (minutes)>	<ASA (seconds)>	<FCR %>	<SLA %>	<Occupancy %>	<Quality %>	<AVG Cost/Call>	<Abandonment %>	<Customer Satisfaction %>
<Site>	<Total Calls>	<ATT (minutes)>	<ACW (minutes)>	<AHT (minutes)>	<ASA (seconds)>	<FCR %>	<SLA %>	<Occupancy %>	<Quality %>	<AVG Cost/Call>	<Abandonment %>	<Customer Satisfaction %>
<Site>	<Total Calls>	<ATT (minutes)>	<ACW (minutes)>	<AHT (minutes)>	<ASA (seconds)>	<FCR %>	<SLA %>	<Occupancy %>	<Quality %>	<AVG Cost/Call>	<Abandonment %>	<Customer Satisfaction %>
<Site>	<Total Calls>	<ATT (minutes)>	<ACW (minutes)>	<AHT (minutes)>	<ASA (seconds)>	<FCR %>	<SLA %>	<Occupancy %>	<Quality %>	<AVG Cost/Call>	<Abandonment %>	<Customer Satisfaction %>
<Site>	<Total Calls>	<ATT (minutes)>	<ACW (minutes)>	<AHT (minutes)>	<ASA (seconds)>	<FCR %>	<SLA %>	<Occupancy %>	<Quality %>	<AVG Cost/Call>	<Abandonment %>	<Customer Satisfaction %>
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PLEASE NOTE: All requests for Shared folders can be emailed to reporting-services@ufl.edu.

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