

T-Metrics ACD Reports

Scheduling a Report to Run

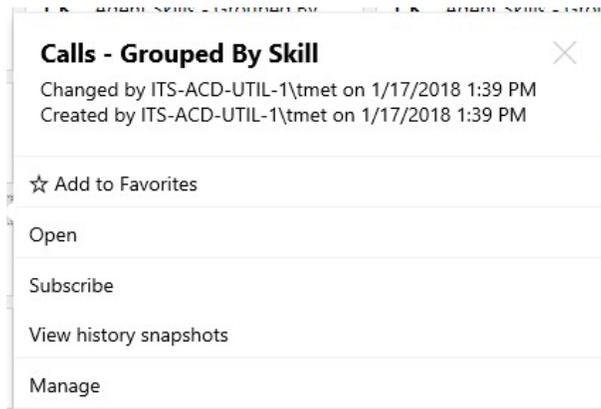
Revised: 11/29/2021

If you would like to schedule a report to run once at some point in the future or to run on a reoccurring basis follow the instructions bellow.

1. Use Microsoft Internet Explorer or Microsoft Edge to log into the Telecom Reports website.
<https://telecomreports.unl.edu>
2. Navigate to the folder containing the report you would like to schedule
3. Click on the 3 dots in the top right corner of the button for the report you would like to Schedule.



4. From the menu choose Subscribe.



5. Give the subscription a name by filling in the description field
6. Schedule when you want the report to run.
 - a. Choose an already created shared schedule
 - b. Create your own custom schedule
7. Make sure that Delivery is set to E-Mail
8. Set any delivery options. (NOTE: Typically, you will include the report and set the format to PDF or Excel)
9. Set the report parameters
 - a. For a report that will run on a reoccurring schedule set the Report Window parameter but leave the start date and end date set as Use Default Value.
 - Daily: Today (Report should run prior to Midnight)
 - Weekly:

- Monthly:
- b. For a report that is being scheduled to run just once leave the Report Window parameter set at Use Default Value and set the start and end date parameters as needed.
- c. Set other parameters as needed.

Viewing / Editing your Report Subscriptions

To see a list of reports that you are subscribed to click on the Gear at the top of the browser window and choose "My Subscriptions" from the menu.