SUTUS

BC5800

How To:

Change Call Report Delivery Settings

About Call Reports

- Call Reports provide you with detailed information about answer and hold times, incoming and outgoing call volumes, and abandoned calls and line usage
- Reporting on each step of a customer's call gives you the tools you need to make educated management decisions

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About Call Reports

- The SUTUS solution can automatically email call reports to your inbox, making them easy to access and use
- You can customize which reports get emailed, as well as the frequency and recipients of the emails
- The following instructions explain how to change the report delivery settings

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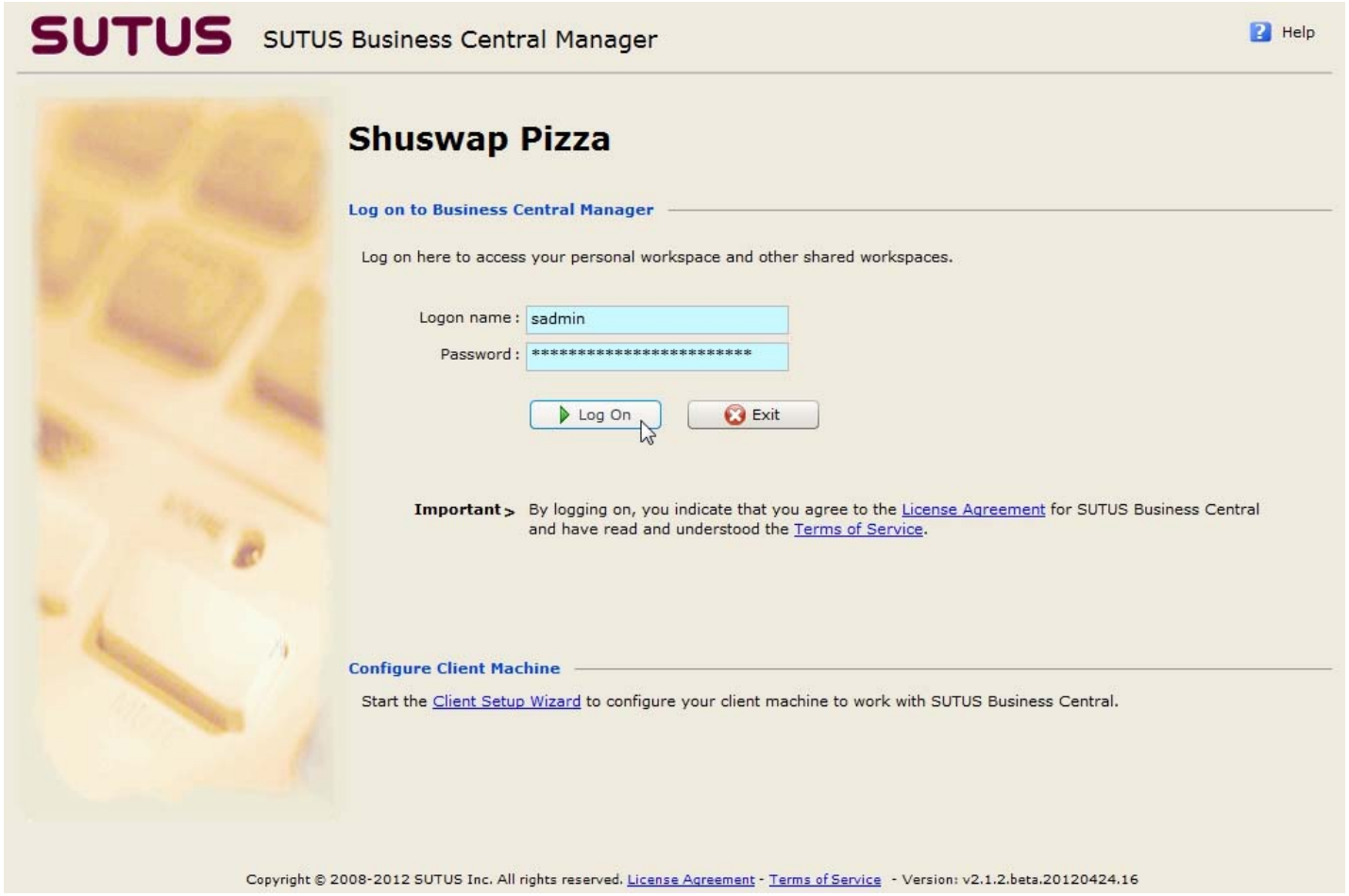
Log on to Business Central Manager as an administrator.



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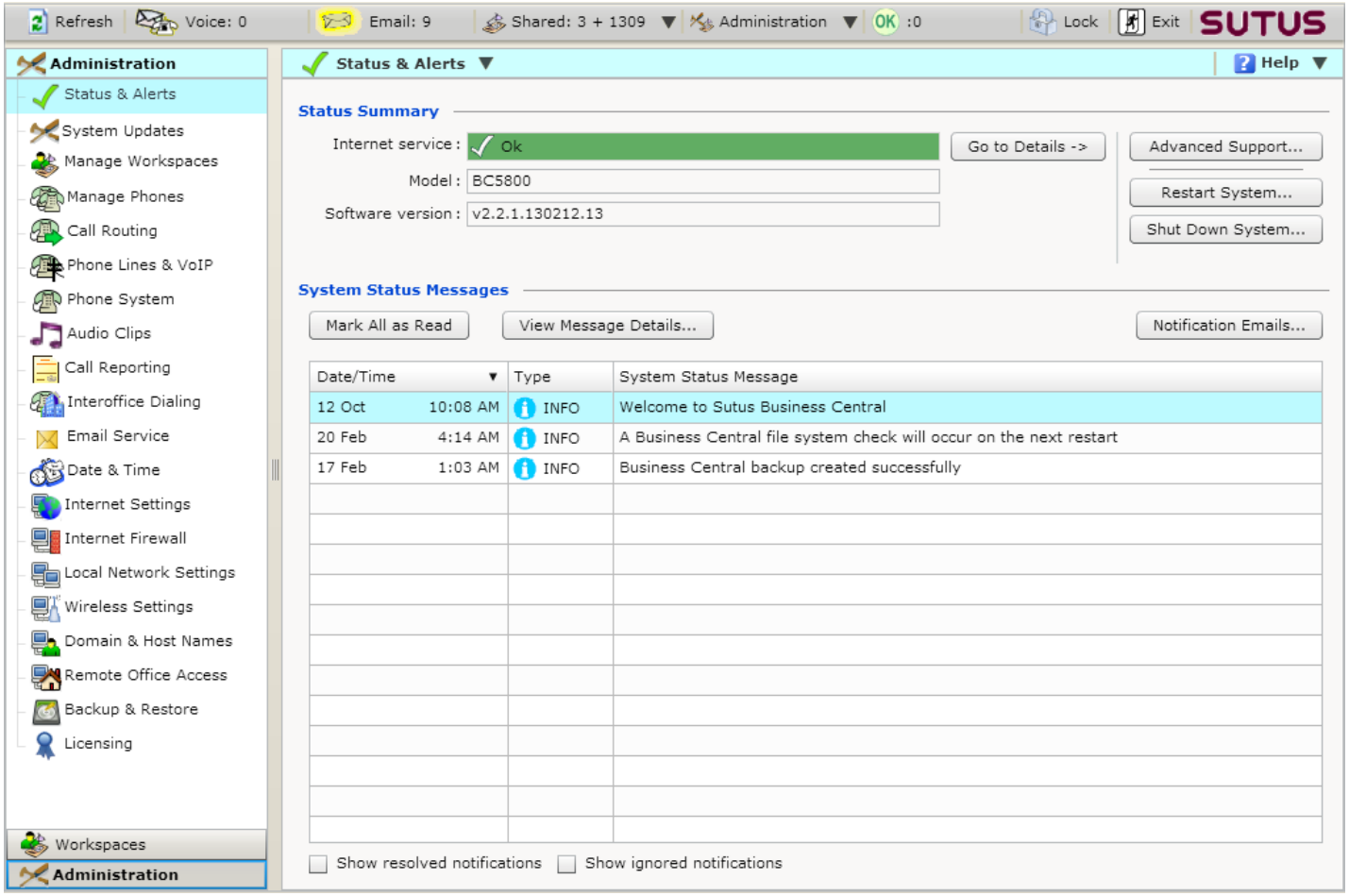
Business Central Manager opens.



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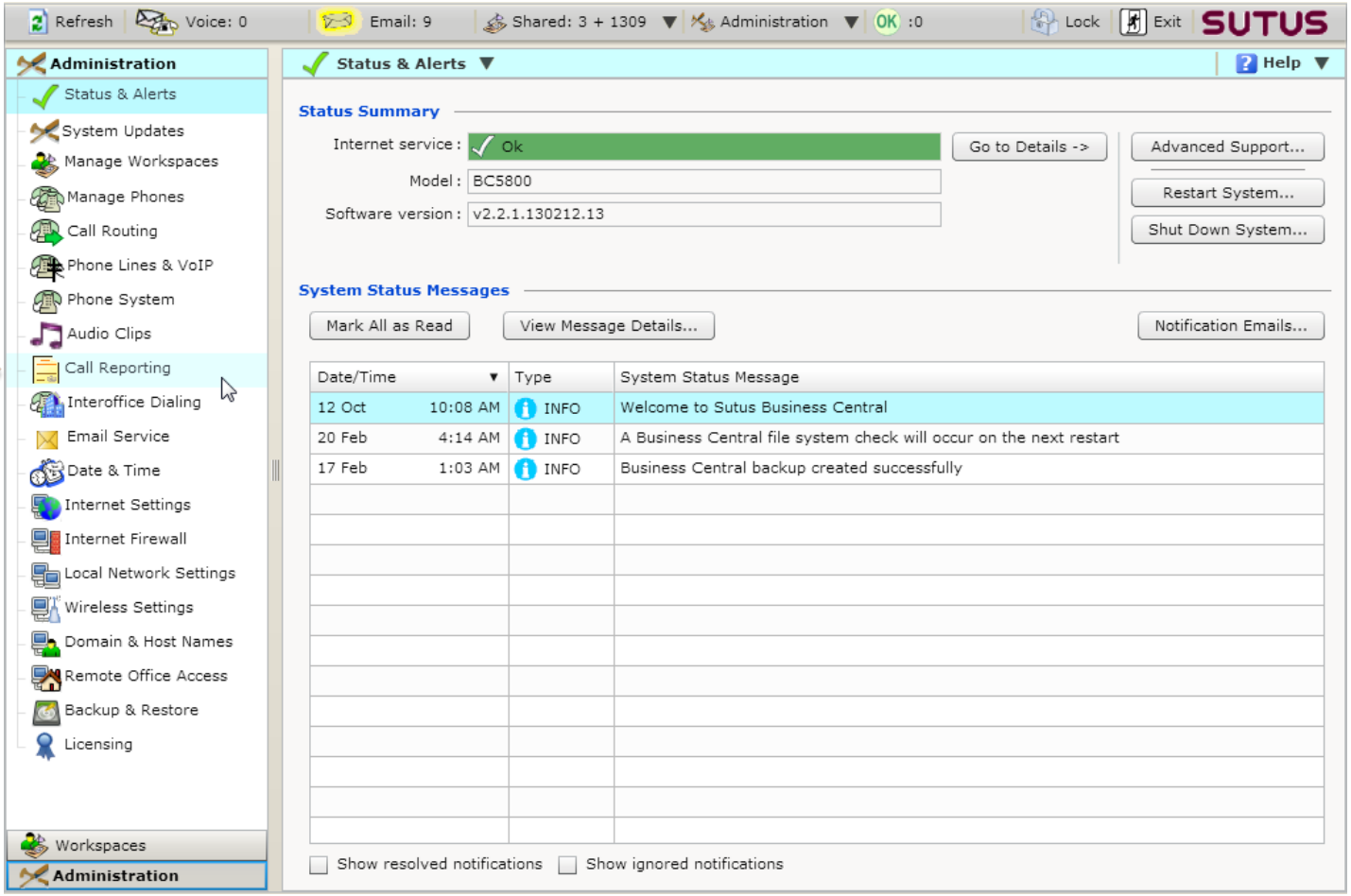
Select **Call Reporting**.



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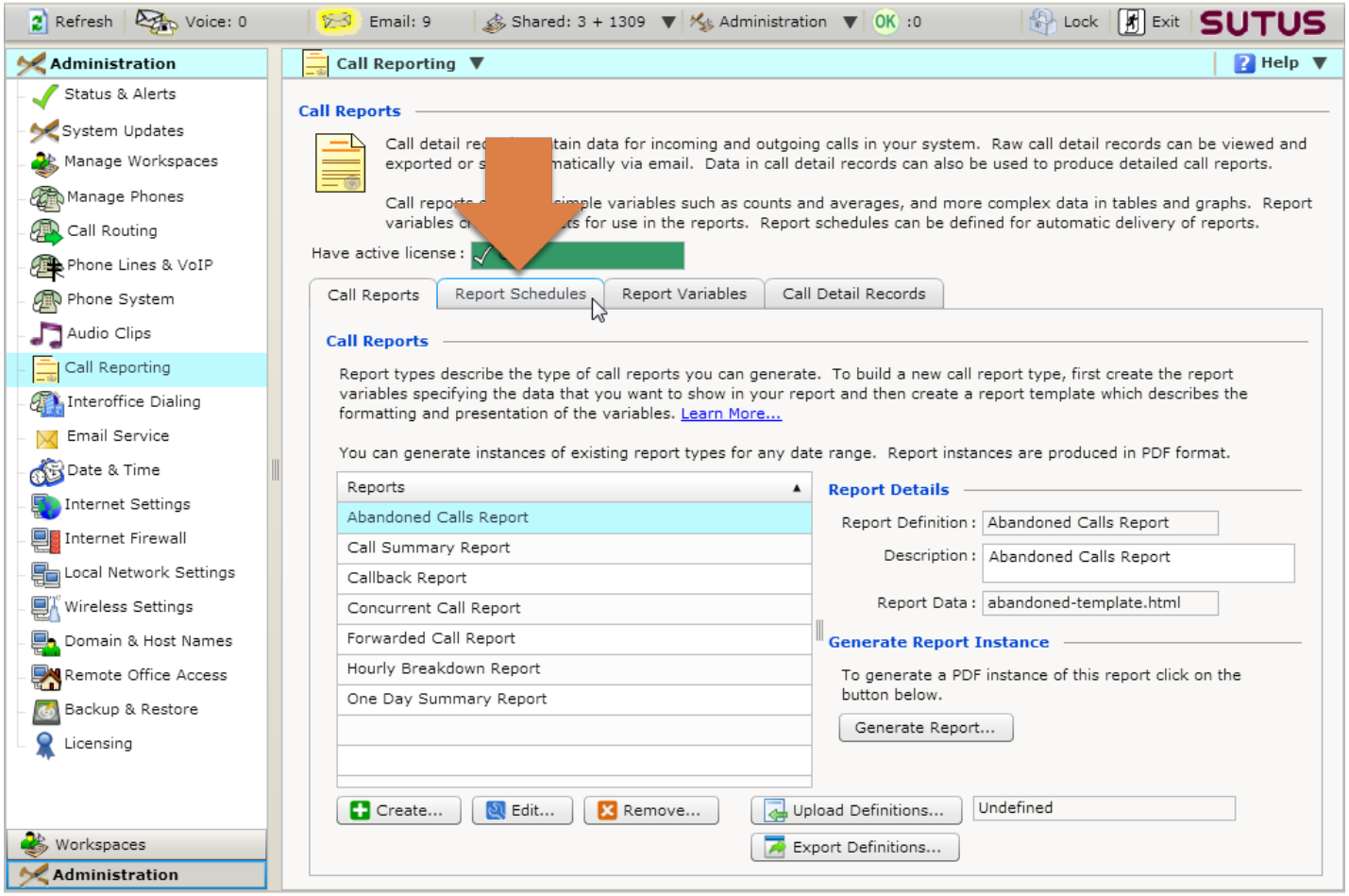
On the Call Reporting page, click the **Report Schedules** tab.



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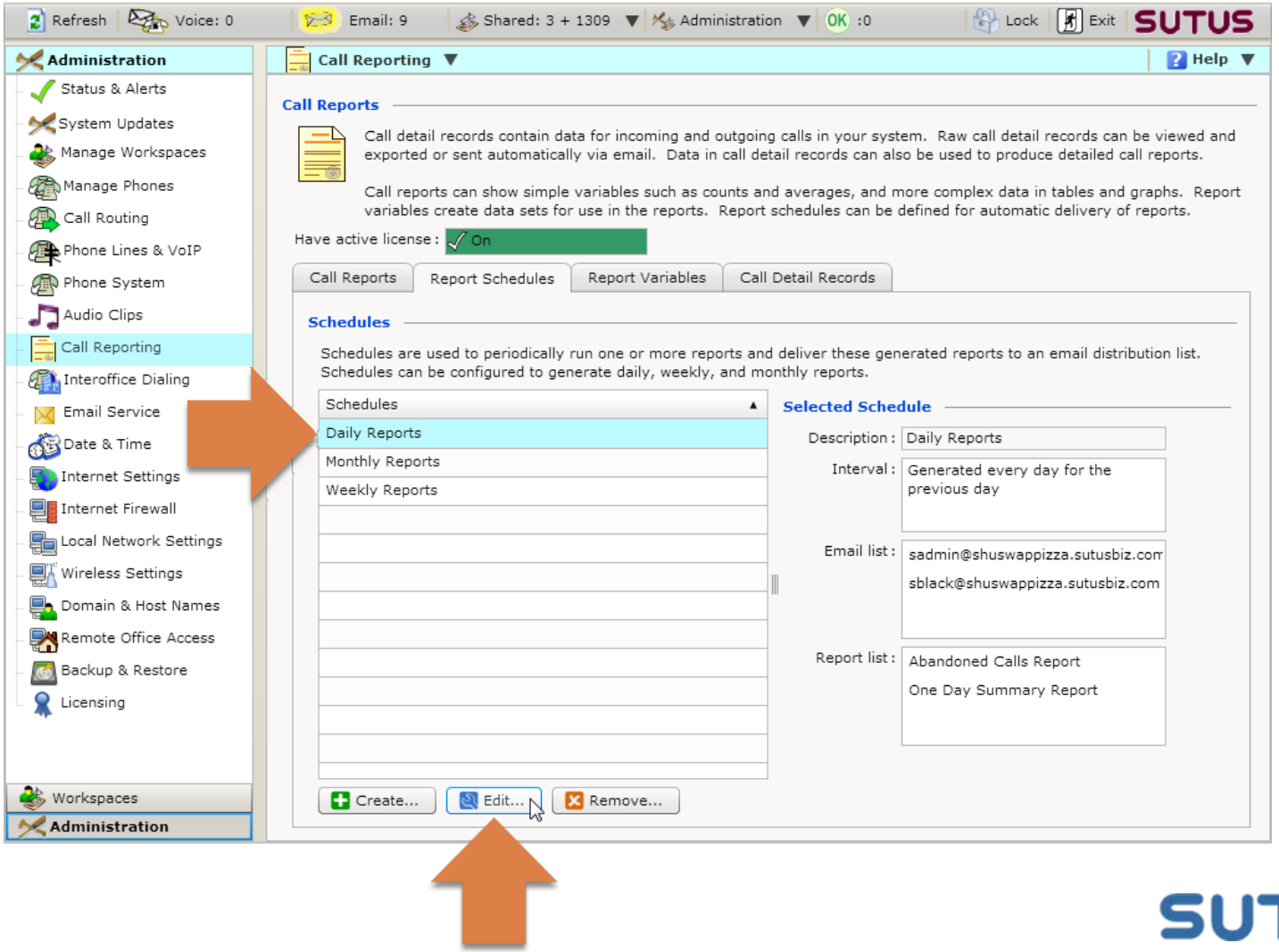
On the Report Schedules tab, select the schedule to change and click the **Edit** button.



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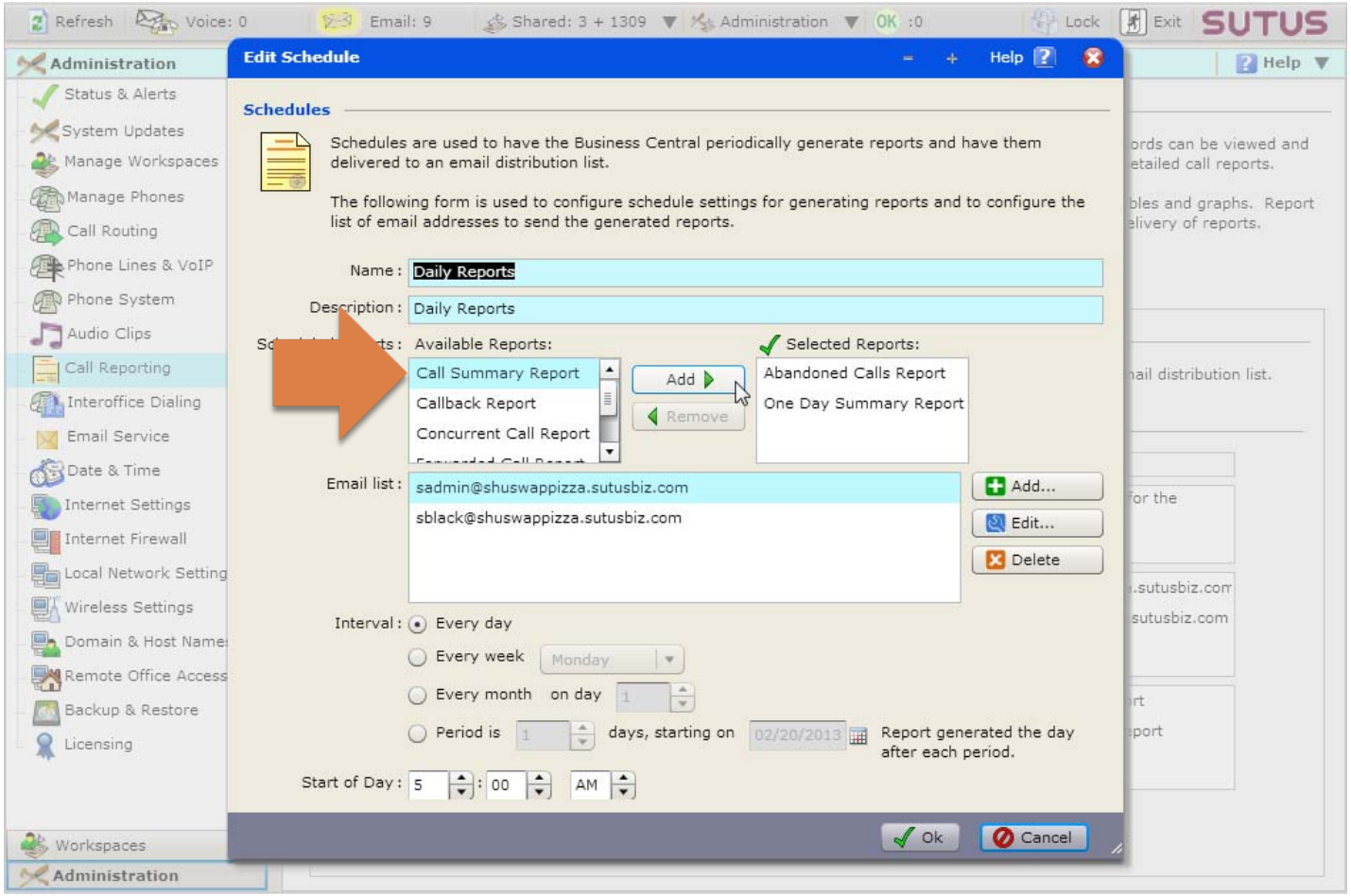
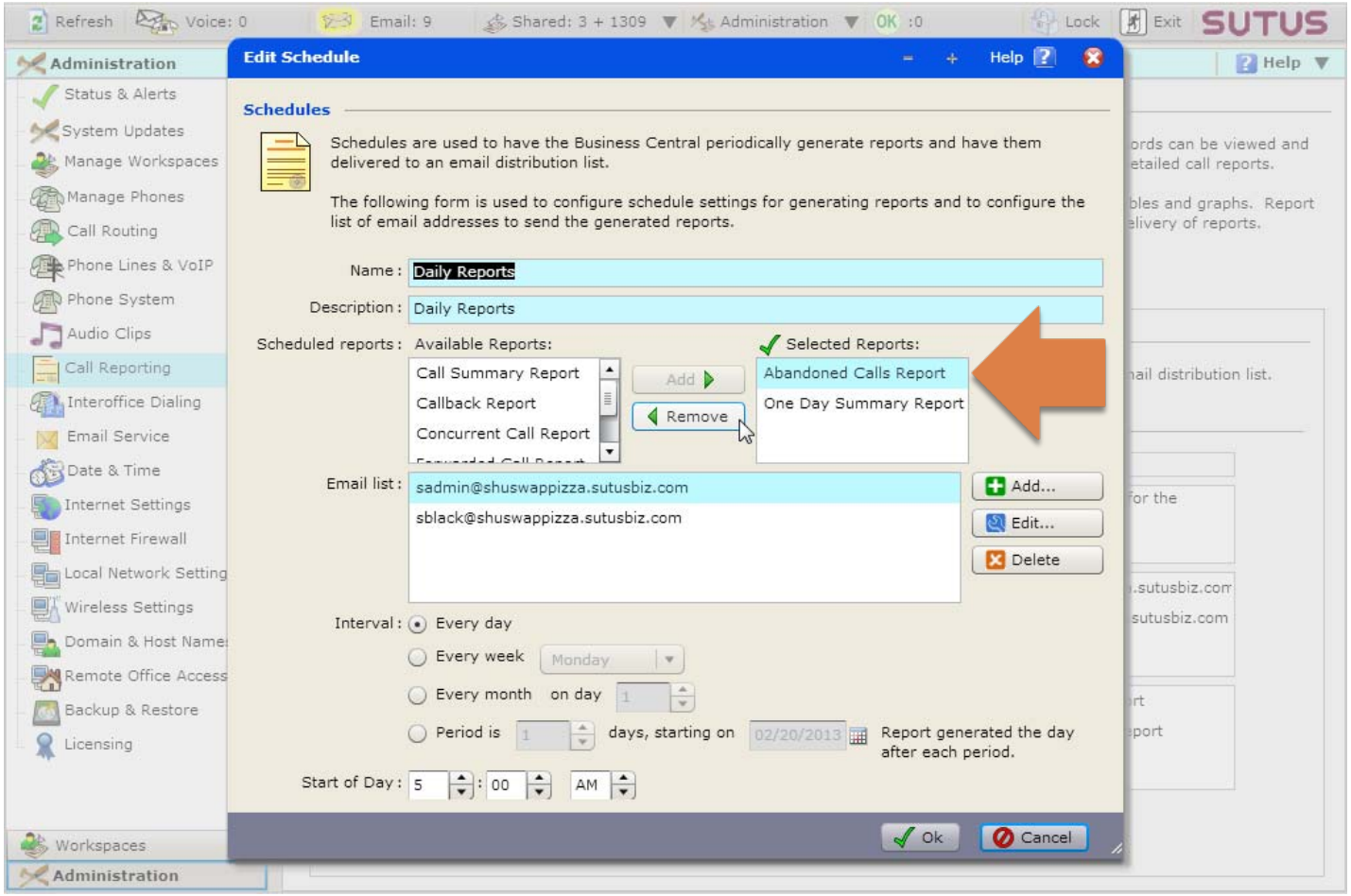
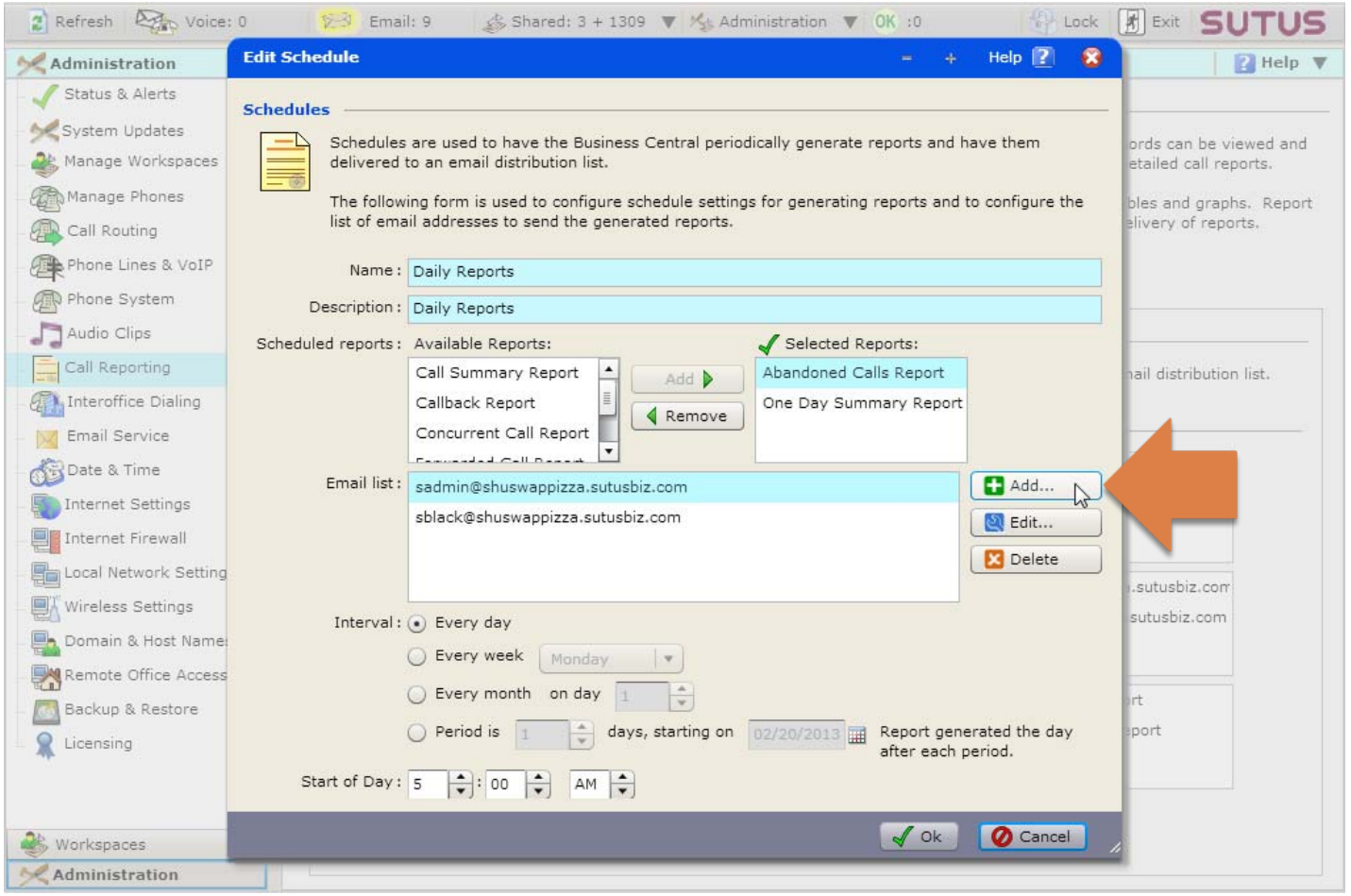
In the Edit Schedule box, you can add reports to the schedule…



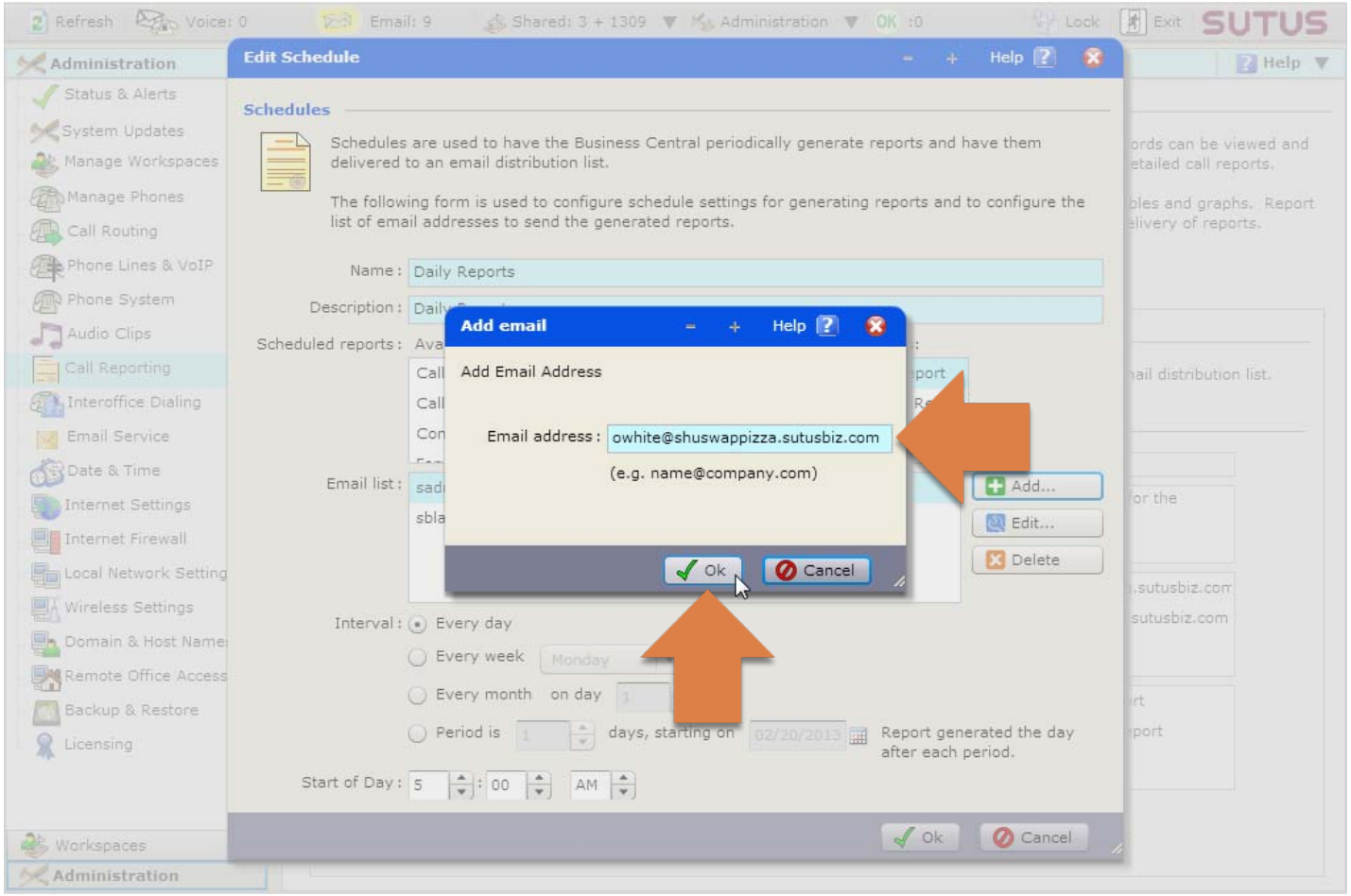
…or remove them from the schedule.



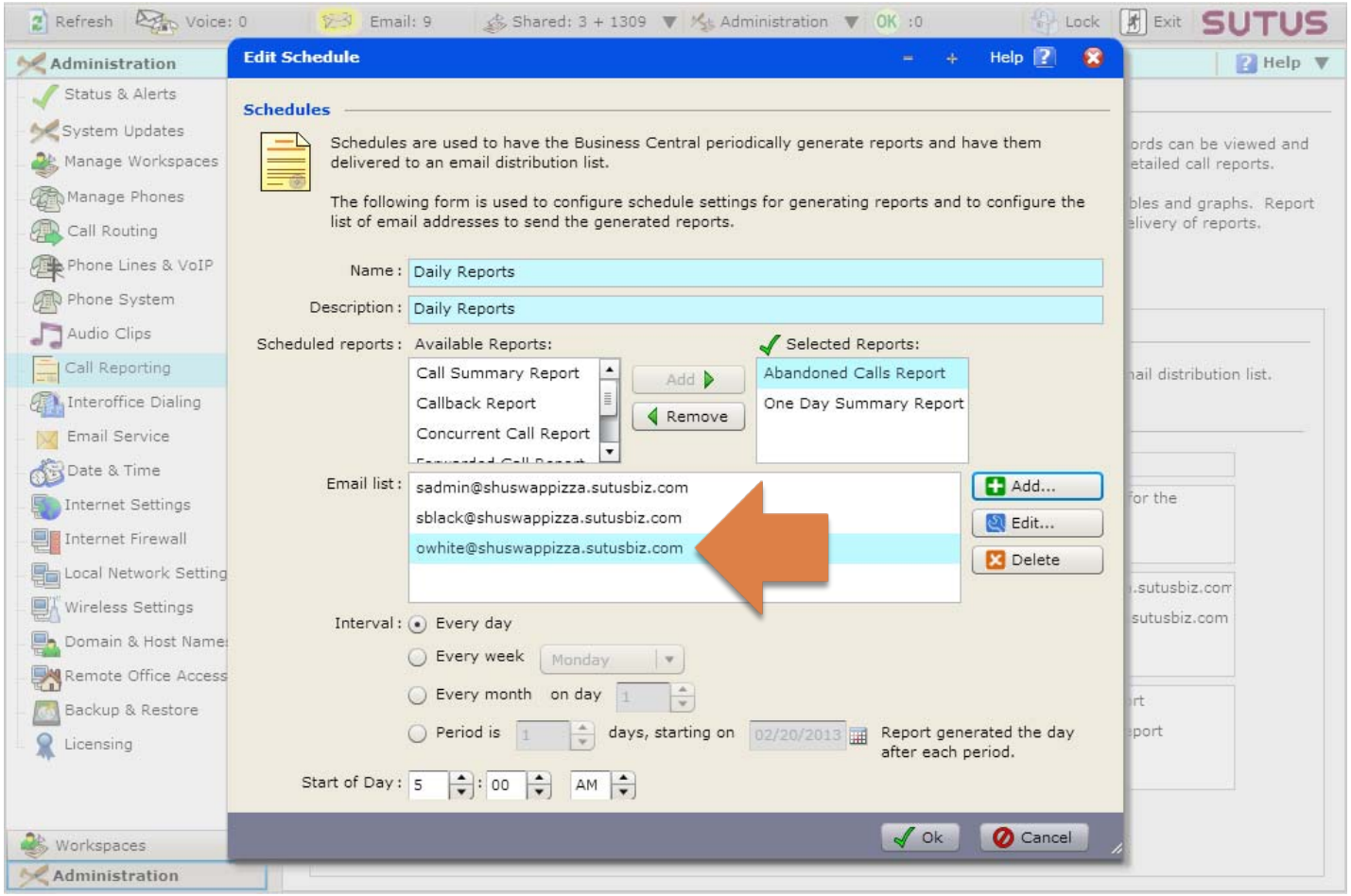
To add an email recipient, click **Add**.



Enter the email address and click **OK**.



The new address has been added.



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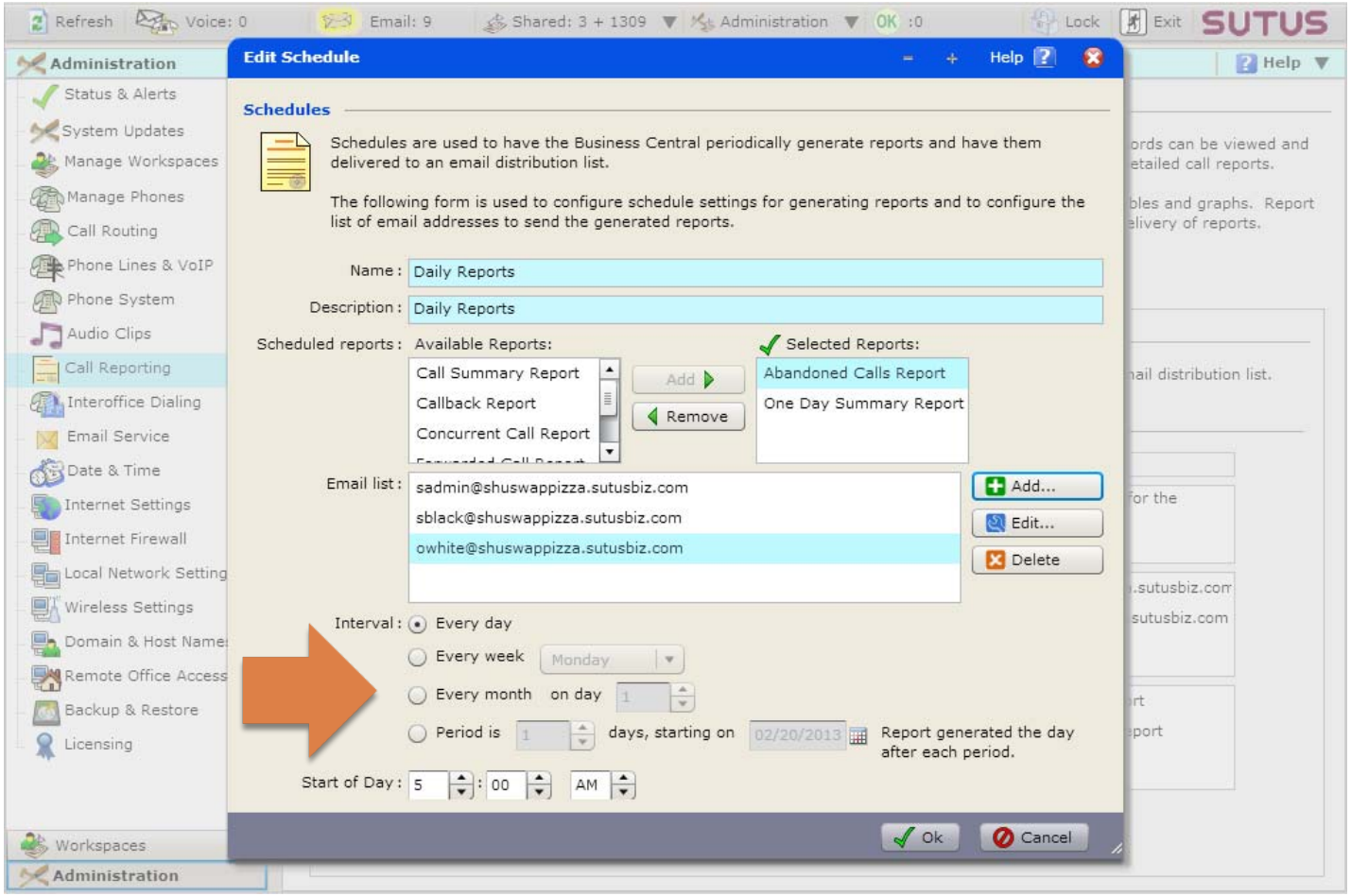
Select the schedule for emailing reports.



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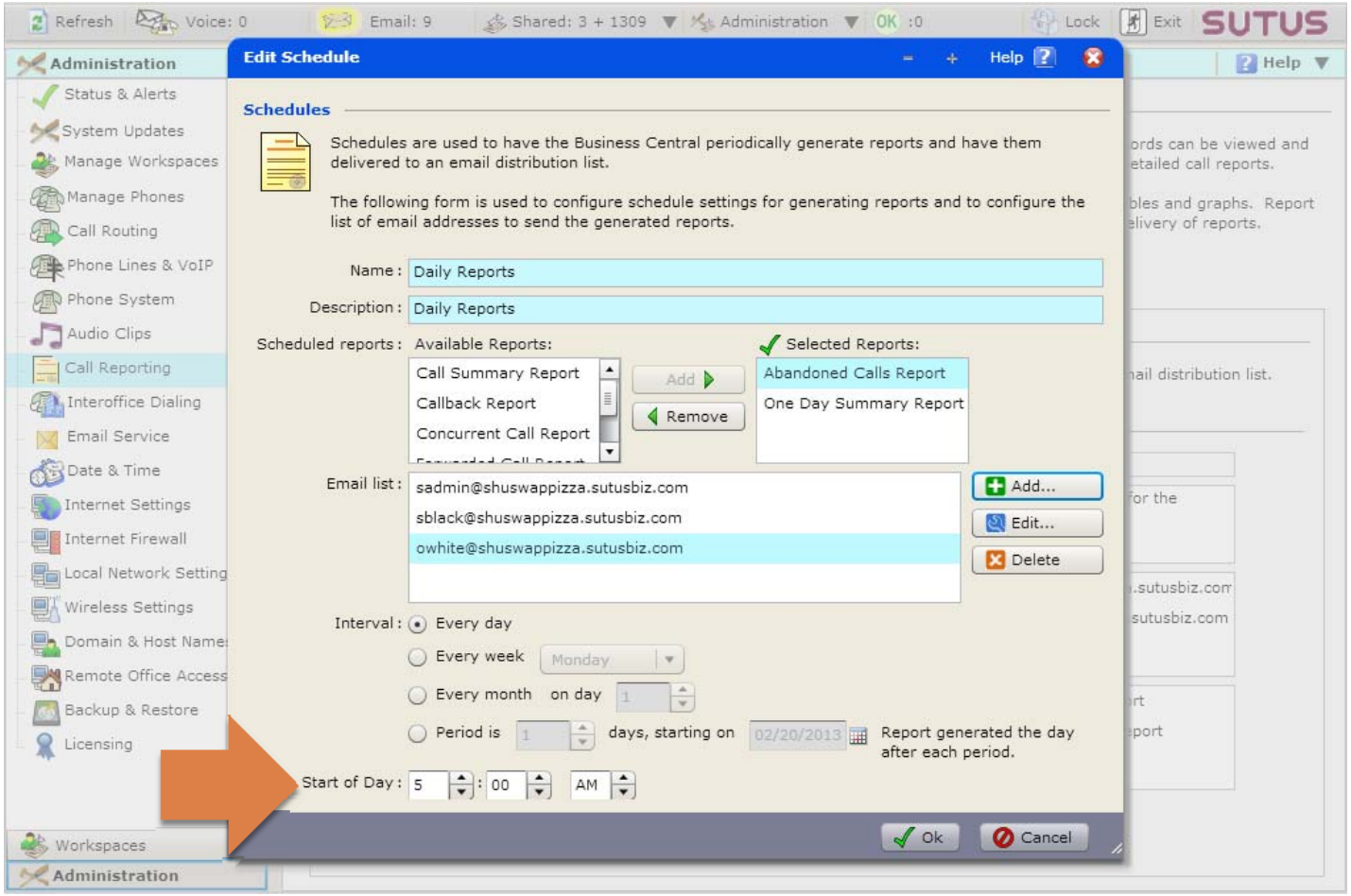
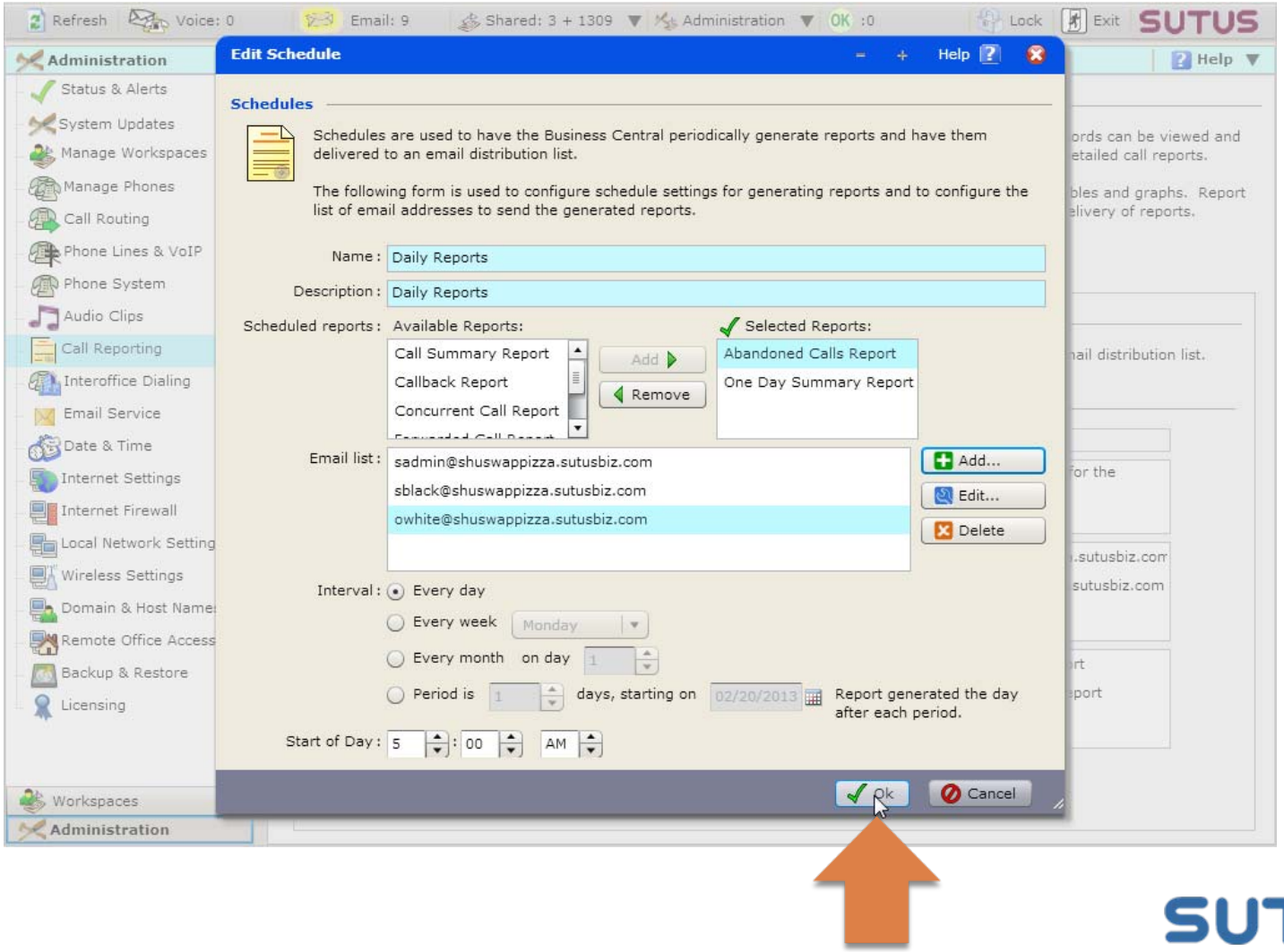
Select the start time of your business day.



Click **OK** to save your changes.



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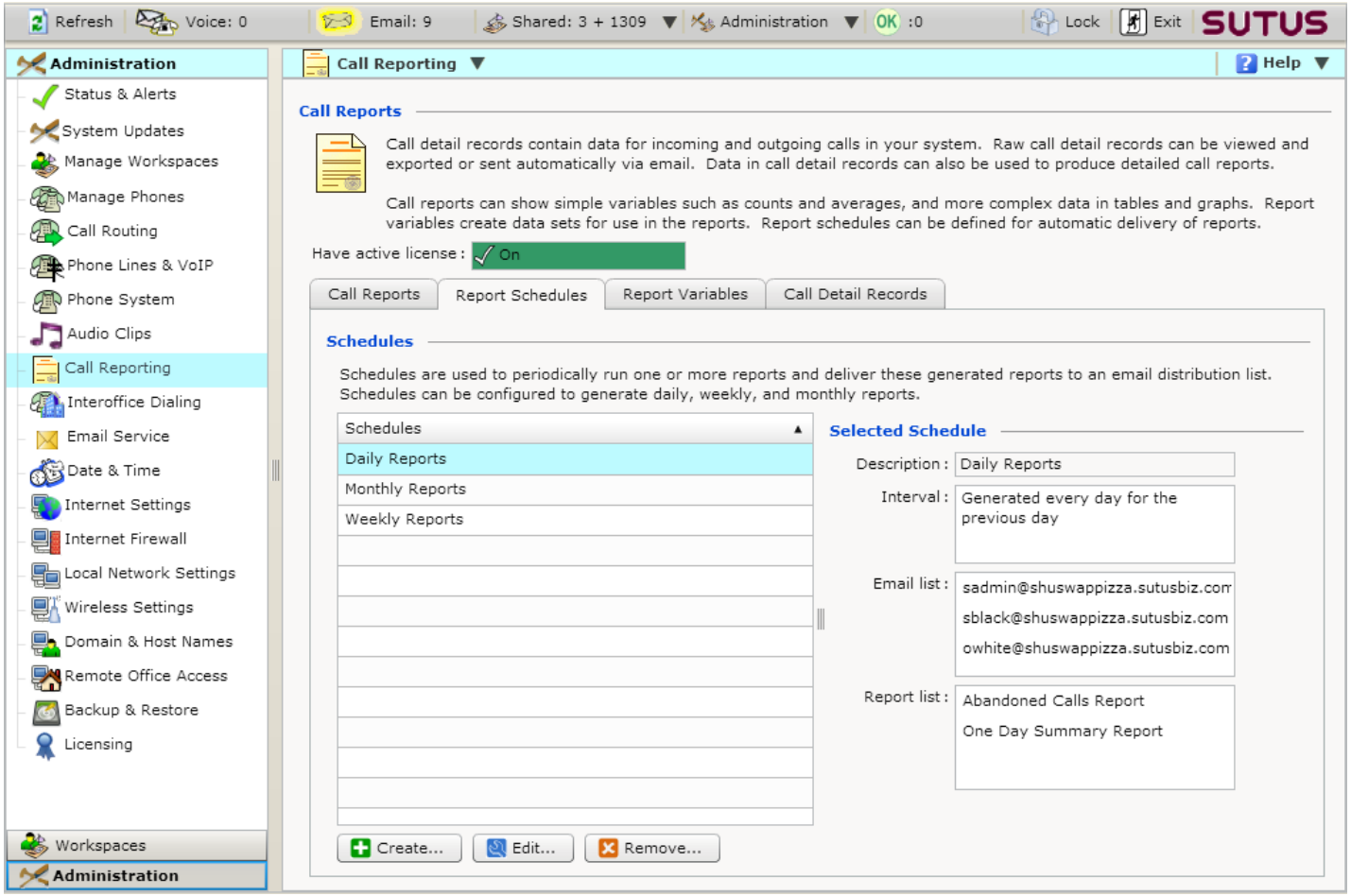
The schedule has been updated.



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Talk to a SUTUS Expert

For assistance with this feature, please contact SUTUS Support:

- support@sutus.com
- 1-866-291-0594

To learn more about the SUTUS solution, please contact a pizza specialist at SUTUS:

- pizza@sutus.com
- 1-866-987-8866 ext 5555

More how-to tutorials:

- http://help.sutus.com

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