

## Workforce Management Solutions

Pipkins Spreadsheet Reporting Module for *Vantage Point* provides the ultimate flexibility in Workforce Management reporting. You can report on virtually all call center data in Vantage Point ***the way you want*** using your own custom spreadsheet templates.

**It's as simple as 1-2-3...**

- ① Create a spreadsheet template with the desired reports and graphs...
- ② Create a report layout in the Pipkins Reporting Module and choose the desired data...
- ③ Click generate to retrieve the report data and populate your spreadsheet template...

Your custom reports and spreadsheet templates can be published for others to access with the click of a button...

② Specify the spreadsheet template to use and choose the data types to include in your reports and graphs

③ Click "Generate" to populate your spreadsheet template with the desired call center data!

### The following data is available for reporting with the spreadsheet module:

- ACD
- Adherence Current
- Adherence Historical
- Adherence Percentage
- Adherence Recent
- Custom Actuals
- Deviation - Demand
- Deviation - Non-Demand
- Deviation - Provided Only
- Deviation - Staff Comparison
- Department
- Office
- Policy
- Policy Group
- Queue
- Queue Actual
- Queue Forecast
- Required
- Roster
- Roster Group
- Roster Schedule Detail
- Roster Schedule Summary
- Schedule Detail
- Schedule Exceptions
- Schedule Hours
- Schedule Summary
- Staff
- Team
- Team Actual
- ... and more