# COMMITMENT ADHERENCE AGENT REPORTING GUIDE



There are several new reports available in Starmatic. To view them:



From the Arise Portal home page, click on Starmatic

Click on Reports. Note: Reporting is updated every day at 2pm ET

Arise Wark Freedom Trast Results Quick Post Wishlist T Schedule Releases   Sche Home > Quick Post > Schedule Schedule Releases	emplate CSP Dashboard Reports sdule Distribution Releases		Welcome Test, Karen   User Profile   Logout
Schedule Status Program Name	All  Select all displayed programs	A 	
Schedule Summary	ن User Time 07/05/2016 04:21:54 PM	Retrieve	View Distribution Released Scheduled

#### **Report Category** is the type of report you want to run.

Performance – shows your data

Arise Work Freedom. Trant. Results. Quick Post Wishlist Template Reports	Welcome <mark>Test, Karen</mark>   User Profile   Logout
Report View	
Home > Reports > Report View         Select Report (All Fields are mandatory)         Report Category         Select a Report Category         Select a Report Category         Performance	le

**Report Name** is the actual report you want to run.

Commitment Adherence – shows the details (by CSP) with a summary for each CSP at the end of the report.

Servicing – shows the details of the intervals by CSP for your call center.

Arise Wark. Freedom. Trus	n Results		Welcome T <mark>est, Karen</mark>   User Profile   L	Logout
Quick Post W	ishlist Template Reports	_		
Report View Home > Reports > Rep Select Report	port View (All Fields are mandatory)			?
Report Category	Performance	Report Name	Select a Report Select a Report Commitment Adherence Servicing	

## To run and view the Commitment Adherence report:

Quick Post Wishlist Template Reports     Report View     Select Report (All Fields are mandatory)   Report Category Performance     Program Type Commitment Adherence     Program Type     Gel/25/2016     Time Zone     (MT-05:00)EasternTime(US&Canada)     View Report     Program:        Multiple Arise Programs   Report Period:   30 Day Rolling   As of Date:   06/25/16   Rolling Begin Date:   05/25/16   Rolling End Date:   06/25/16   Time Zone:   (GMT-05:00)EasternTime(US&Canada)		Welcome Test, Karen   User Profile   Logout
Report View   Bone > Report View   Select Report (All Fields are mandatory)   Report Category   Program Type   Program Type   Client   Program Type   Commitment Adherence     Program Type     Commitment Adherence     Program Type     Commitment Adherence     Program Type     Commitment Adherence     Program Type     Commitment Adherence     Program Type     Commitment Adherence     Program Mane     Adherence     Program Type     Commitment Adherence     Program Type     Commitment Adherence     Program Mane     Adherence     Program Type     Commitment Adherence     Program Type     Program Type     Commitment Adherence     Program Mane     Adherence     Program Type     Commitment Adherence     Program Ma	Ouick Post Wishlist Template Reports	
Hame > Report S > Report View Select Report (All Fields are mandatory) Report Category Performance Report View Program Type Client Program Type Client Program Type Client I of 1 > > Select a format Export @ Commitment Adherence Program: Multiple Arise Programs Report Period: 30 Day Rolling As of Date: 06/25/16 Rolling Begin Date: 06/25/16 Rolling End Date: 06/25/16 Time Zone: (GMT-05:00)EasternTime(US&Canada) Time Report Run: 07/05/16 04:46 PM This means the programs Report Run: 07/05/16 04:46 PM This means the program the program to the pr	Report View	
Select Report (All Fields are mandatory)   Report Category   Program Type   Client   Program Type   Client   Id   1   of 1   Id   Id   1   of 1   Id    Id   Id <t< td=""><td>Home &gt; Reports &gt; Report View</td><td>?</td></t<>	Home > Reports > Report View	?
Report Category Performance     Report View     Program Type     Client     Program Type     Client     Program Type     Client     Program Type     Client     Id           Id	Select Report (All Fields are mandatory)	
Report View     Program Type     Id     Id </td <td>Report Category Performance Report Name Commitment Adherence</td> <td>ce 🔎</td>	Report Category Performance Report Name Commitment Adherence	ce 🔎
Program Type Client     As Of Date     10     10     10     10     10     11   12     13   14   1   11   12     14   11   12   13   14   15   16   17   17   18   19   19   19   10   10   11   12   13   14   15   16   17   18   19   19   19   10   10   11   12   13   14   15   16   17   18   19   19   19   19   10   10   10   11   12   13   14    15   16   17   16   17   16   17   16   17   16   17   16   17   16   17   16   17   16   17   16   17   16 <td></td> <td></td>		
Program Type Client     As Of Date     10 of 1 bit   Select a format     Export     Commitment Adherence     Program:   Multiple Arise Programs Report Period: 30 Day Rolling As of Date: 06/25/16 Rolling Begin Date: 05/27/16 Rolling End Date: 06/25/16 Rolling End Date: 06/25/16 Time Zone: (GMT-05:00)EasternTime(US&Canada) Time Report Run: 07/05/16 04:46 PM "This may not include any wayers that are currently needing **	Report View	
As Of Date 06/25/2016 Time Zone (GMT-05:00)EasternTime(US&Canada)  Time Zone (GMT-05:00)EasternTime(US&Canada)	Program Type Client 🖤 Program Name LABC Acme Widgets, ACME 💌	View Report
Id       I       of 1       Pl       Select a format       Export       Image: Commitment Adherence         Program:       Multiple Arise Programs       Commitment Adherence       Image: Commitment Adherence       Image: Commitment Adherence         Program:       Multiple Arise Programs       Commitment Adherence       Image: Commitment A	As Of Date 06/25/2016 Time Zone (GMT-05:00)EasternTime(US&Canada)	
Commitment Adherence         Program:       Multiple Arise Programs         Report Period:       30 Day Rolling         As of Date:       06/25/16         Rolling Begin Date:       05/27/16         Rolling End Date:       06/25/16         Time Zone:       (GMT-05:00)EasternTime(US&Canada)         Time Report Run:       07/05/16 04:46 PM	I4 4 1 of 1 ▷ ▷I Select a format ▼ Export	
Program:     Multiple Arise Programs       Report Period:     30 Day Rolling       As of Date:     06/25/16       Rolling Begin Date:     05/27/16       Rolling End Date:     06/25/16       Time Zone:     (GMT-05:00)EasternTime(US&Canada)       Time Report Run:     07/05/16 04:46 PM       ***This may not include any wavers that are currently rending **	Arise Commitment Adherence	E.
Report Period:       30 Bay Rolling         As of Date:       06/25/16         Rolling Begin Date:       05/27/16         Rolling End Date:       06/25/16         Time Zone:       (GMT-05:00)EasternTime(US&Canada)         Time Report Run:       07/05/16 04:46 PM	Program: Multiple Arise Programs	
As of Date:       06/25/16         Rolling Begin Date:       05/27/16         Rolling End Date:       06/25/16         Time Zone:       (GMT-05:00)EasternTime(US&Canada)         Time Report Run:       07/05/16 04:46 PM         **This may und include any wavers that are currently nending **	Report Period: 30 Day Rolling	
Rolling Begin Date:       05/27/16         Rolling End Date:       06/25/16         Time Zone:       (GMT-05:00)EasternTime(US&Canada)         Time Report Run:       07/05/16 04:46 PM         **This may und include any wavers that are currently nending **	As of Date: 06/25/16	
Rolling End Date:     06/25/16       Time Zone:     (GMT-05:00)EasternTime(US&Canada)       Time Report Run:     07/05/16 04:46 PM	Rolling Begin Date: 05/27/16	
Time Zone:     (GMT-05:00)EasternTime(US&Canada)       Time Report Run:     07/05/16 04:46 PM	Rolling End Date: 06/25/16	
Time Report Run: 07/05/16 04:46 PM **This may not include any waivers that are currently pending **	Time Zone: (GMT-05:00)EasternTime(US&Canada)	
**This may not include any waivers that are currently pending **	Time Report Run: 07/05/16 04:46 PM	
The may not measure any manore that are currently performing	**This may not include any waivers that are currently pending **	

- Select Commitment Adherence (under report name)
- Select all Program Names your service or select individual program names.
- For "As Of Date": After 2pm ET (daily), you can run the Commitment Adherence report using an "As of Date" of four days ago (including today's date).

**NOTE:** This report will give you the daily breakdown of CA calculation as well as a view of your most current rolling 30 day CA performance, listed at the bottom of the report.

If the report returns the message "No records matching the filter criteria" try selecting a day prior in the "As of Date" you originally entered, because data for the day you originally selected has not yet been finalized.

## To run and view the Commitment Adherence report continued:

Wark. Freedom. Trust.	Results.					Welcome <mark>Tes</mark>	t, Karen	User Profile	Logout
Quick Post Wi	shlist Template	Reports							
Report View									
Home > Reports > Rep	ort View								?
Select Report	(All Fields are ma	ndatory)							
Report Category	Performance		🔎 Report Na	ame	Commitment Adherence	e	2		
Report View									
Program Type	Client	~	Program Name	LABC Acme Wid	gets, ACME			View Report	
As Of Date	06/25/2016		Time Zone	(GMT-05:00)F	ernTime(US&Canada)		•		•
14 4 <u>1</u> o	f1 Þ Þ≣	Select a format	▼ Export	ø					
Arise	2	c	Commitment Ad	Iherence					* II
Work Life Freedom Area	m' Multiple Ari	se Programs							
Report Period:	30 Day Ro	lling							
As of Date:	06/25/16	-							
Rolling Begin Dat	e: 05/27/16								
Rolling End Date:	06/25/16								
Time Zone:	(GMT-05:0	00)EasternTime(US&	Canada)						
Time Report Run	: 07/05/16	04:46 PM							
			U						

In order to export the report and make it easier to view and sort the data, go to Select a format, select Excel and hit Export.

This is an example of the exported Commitment Adherence data in Excel.

Arise &	Commitment Adherence													
Program:	Reliance HC I	nbound CS												
Report Period:	30 Day Rolling													
As of Date:	06/15/16													
Rolling Begin Date:	05/13/16													
Rolling End Date:	06/11/16													
Time Zone:	(GMT-05:00)E	asternTime(US&Canad	a)											
Time Report Run:	06/20/16 11:	26 AM												
**This may not include a	ny waivers that	are currently pending **												
Program Name	IB ID	IB Name	IBO Email	Date	CSP ID	CSP Name	CSP E-mail	CA%	Selected Mins	Posted Interval Login Mins	Released Lockdown	Excused No Show Mins		
Reliance HC Inbound CS	123456	ACME Agents Inc.	acmeagents@gmail.com _999	5/13/2016	123456	Testing, Pam	testworkathome @123.com	98.33%	120	118	0	0		
Reliance HC Inbound CS	123456	ACME Agents Inc.	acmeagents@gmail.com _999	5/14/2016	123456	Testing, Pam	testworkathome @123.com	NA	0	0	0	0		
Reliance HC Inbound CS	123456	ACME Agents Inc.	acmeagents@gmail.com _999	5/15/2016	123456	Testing, Pam	testworkathome @123.com	NA	0	0	0	0		
Reliance HC Inbound CS	62153	ACME Agents Inc.	acmeagents@gmail.com _999	5/22/2016	123567	Testing, Sam	testworkathome @123.com	NA	0	0	0	0		
Reliance HC Inbound CS	62153	ACME Agents Inc.	acmeagents@gmail.com _999	5/23/2016	123567	Testing, Sam	testworkathome @124.com	NA	0	0	0	0		
Reliance HC Inbound CS	62153	ACME Agents Inc.	acmeagents@gmail.com	5/24/2016	123567	Testing, Sam	testworkathome	75.38%	360	294	30	0		

## To run a Servicing Report:



Under the "Performance" report category, select Servicing (under report name)

Select all Program Names you service(s) or select individual program names.

Select the start and end date you serviced

In order to export the report and make it easier to view and sort the data, go to Select a format, select Excel and hit Export

This is an example of the exported Posted Interval data in Excel.

Arise &		Posted In	terval Report												
Program: Report Period: Begin Date: End Date: Time Zone: Time Report Run:	Multiple Date Ra 06/01/1 06/30/1 (GMT-0 06/30/1	e Arise Prograr nge 16 5500)EasternTi 16 11:59 AM	ns me(US&Canada)												
Program Name	IB ID	IB Name	IBO Email	CSP ID	CSP Name	CSP E-mail	Selected Mins	Posted Interval Login Mins	Non Selected Mins	No Show Mins	Rel Mins	Int Wav Mins	Int Ex Mins	Excused No Show Mins	Excused Rel Mins
ABC Acme Widgets	12345	Karen's Test Company	<u>test@123company.a</u> <u>bc</u>	54321	Test, Karen	TestKaren @123comp any.abc	3,750	638	52	3,112	0	0	180	0	0
				Totals ABC Acme Widge ts			3,750	638	52	3,112	0	0	180	0	0