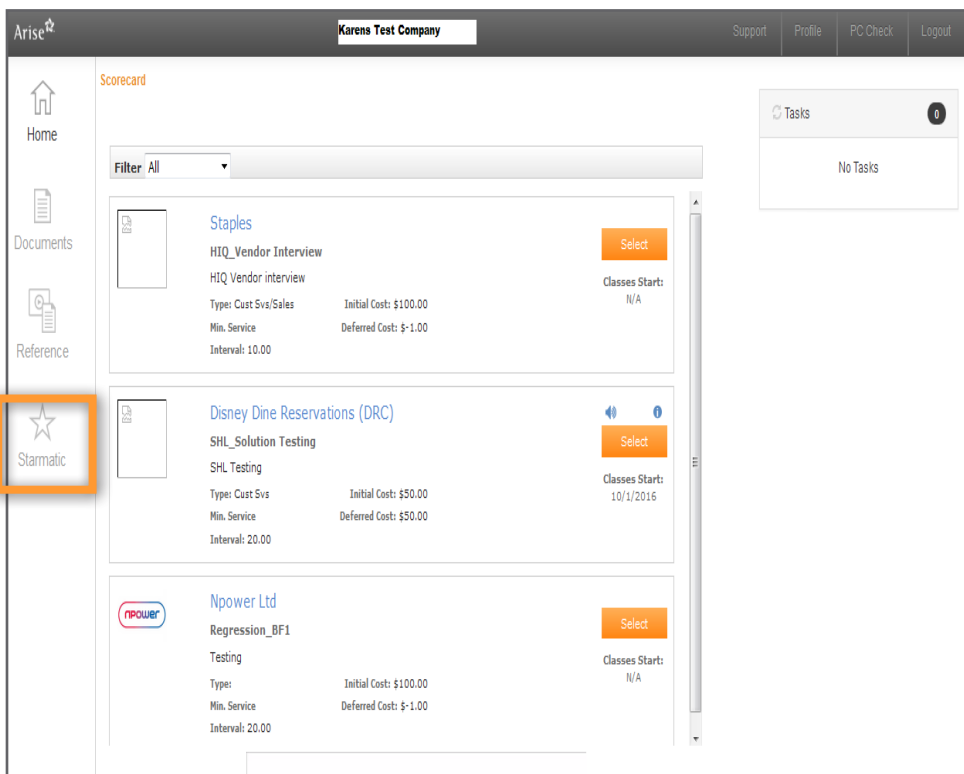# COMMITMENT ADHERENCE AGENT REPORTING GUIDE
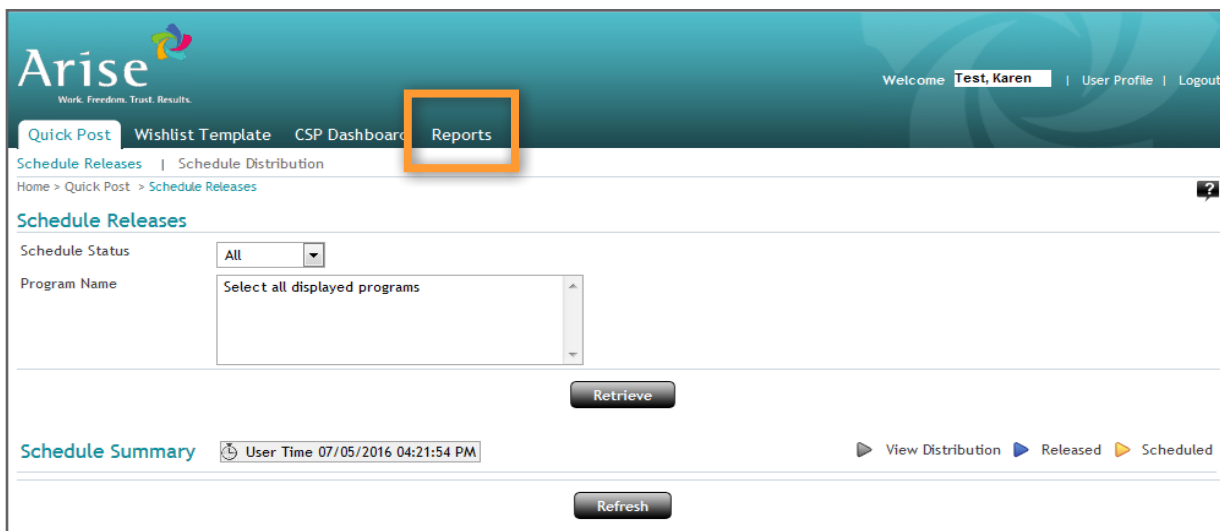
There are several new reports available in Starmatic. To view them:
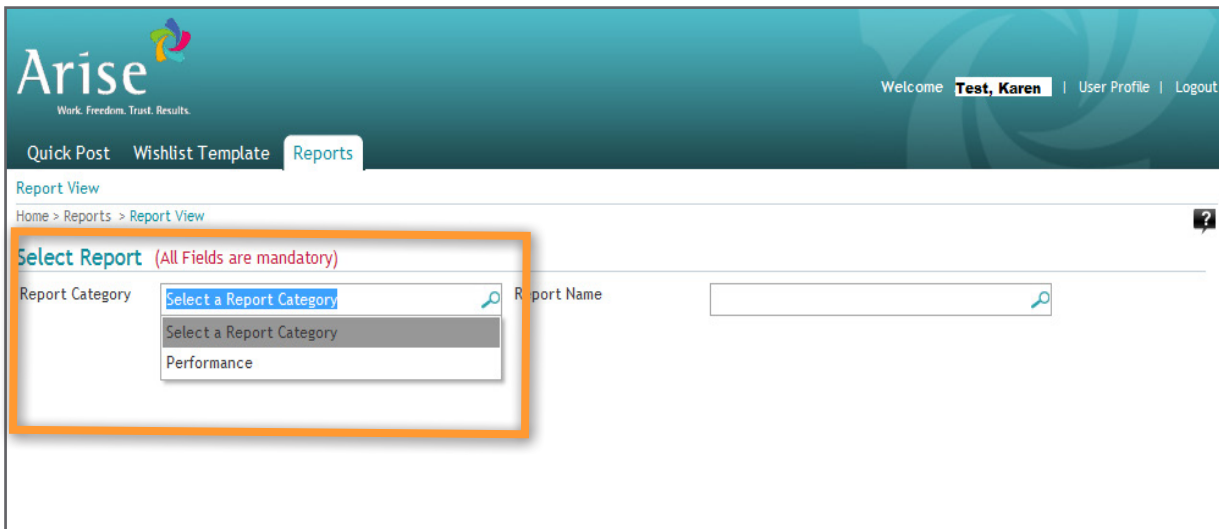

From the Arise Portal home page, click on Starmatic

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

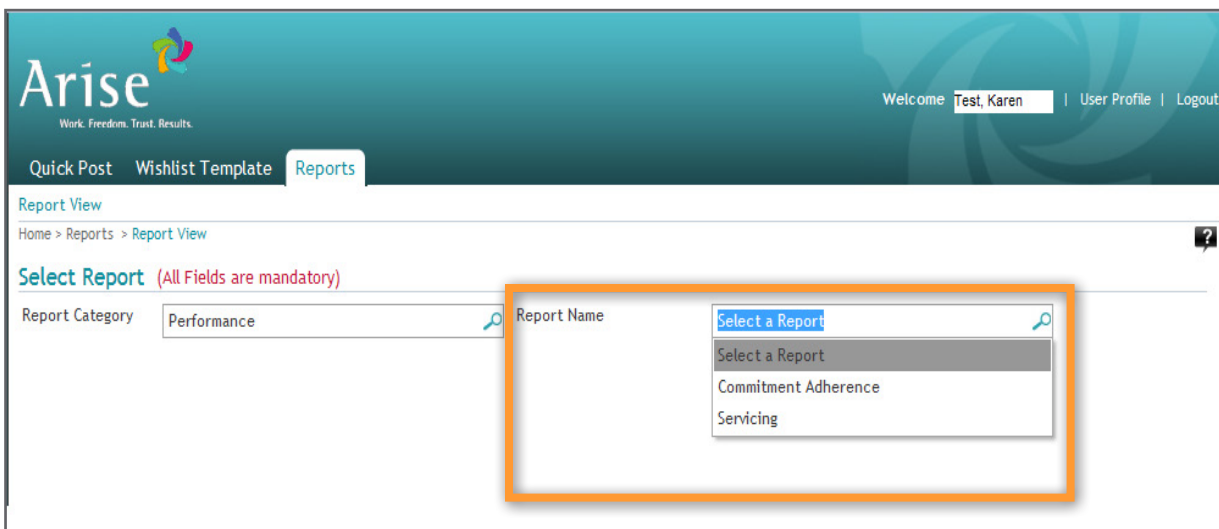**Report Category** is the type of report you want to run.
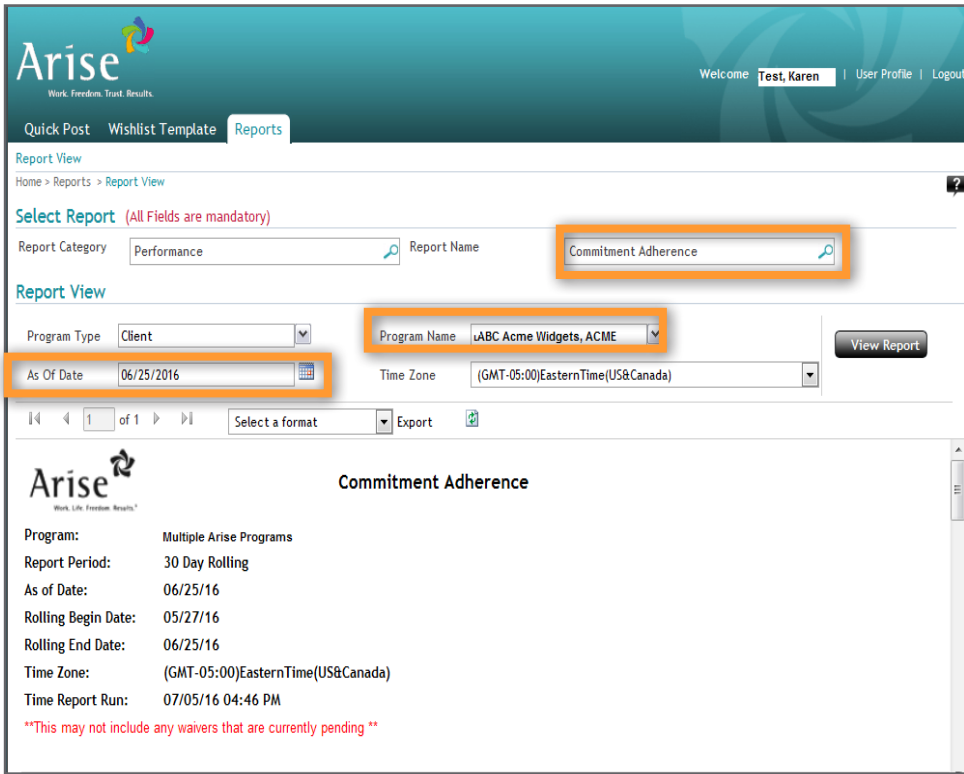
Performance – shows your data

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.

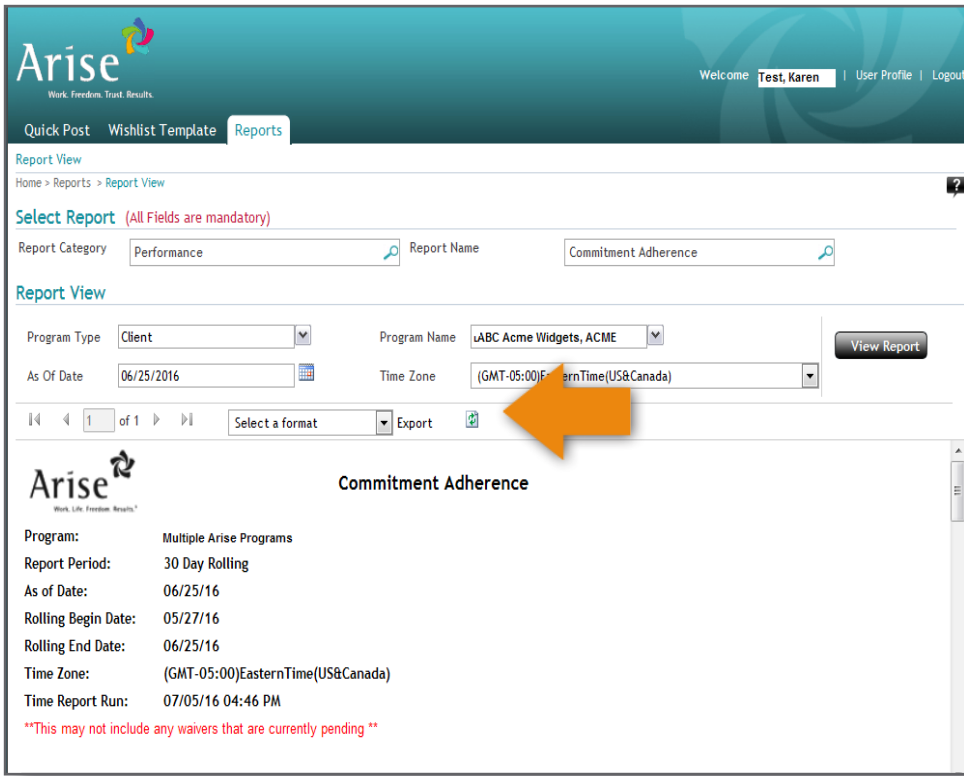## To run and view the Commitment Adherence report:

- 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:
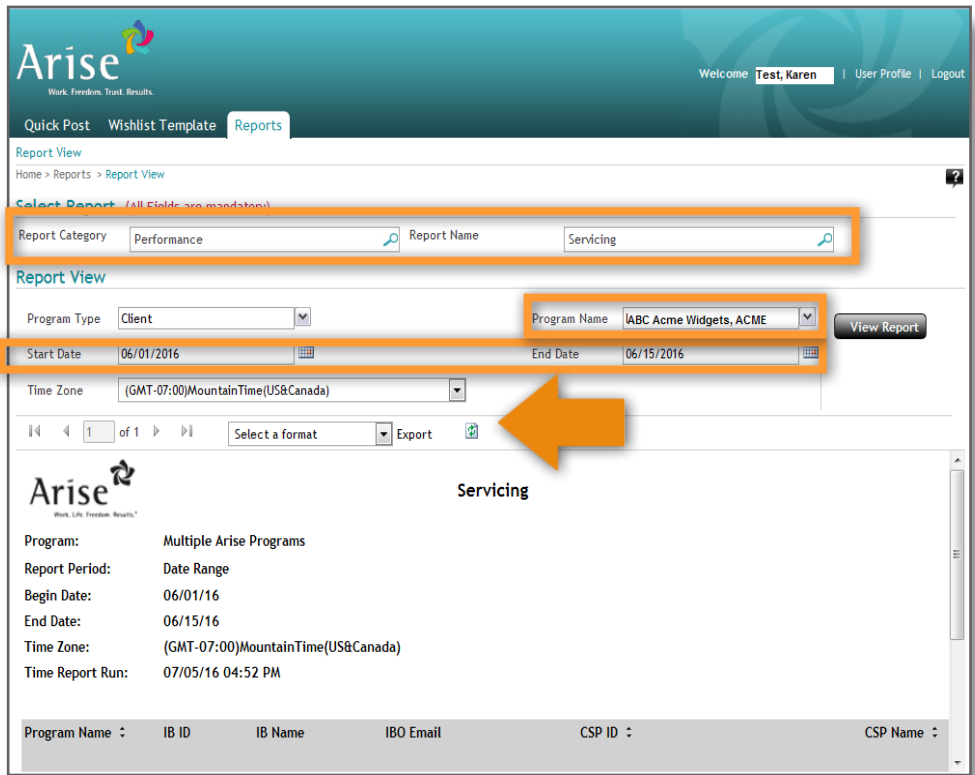

In order to export the report and make it easier to view and sort the data, go to Select a format, select Excel and hit Export .

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

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.

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	test@123company.abc	54321	Test, Karen	TestKaren@123company.abc	3,750	638	52	3,112	0	0	180	0	0
				Totals ABC Acme Widgets			3,750	638	52	3,112	0	0	180	0	0