

Message Productivity Report

Last Modified on 10/08/2021 9:44 am CDT

Message Productivity

Purpose:

This report will show all messages a service rep has logged grouped out by specific message action codes. This is a fantastic report for auditing your service rep's activity in the system. Each action code can be expanded to see the actual message that was logged.

Note When logging messages from Search results, messages will be shown individually within the Message Productivity Report.

Date	Employee	Customer	Contact	Order Id	Item Id
Message Productivity					
High Tech Staffing					
Entity Level (Hierld 2)					
For messages created between: 11/1/2017 and 11/21/2017, from the following selected branches: '(All Branches Selected)'					
<div style="display: flex; justify-content: space-between;"> Start Date: 11/1/2017 End Date: 11/21/2017 View Report </div> <div style="display: flex; justify-content: space-between;"> Rep Name: **All Inactive & TW Reps** Branch Name: Canada Test, CardiffUK, Eag </div> <div style="display: flex; justify-content: space-between;"> Customer Name: </div>					
<div style="display: flex; justify-content: space-between;"> 1 of 2 100% Find Next </div>					
<div style="display: flex; justify-content: space-between;"> tempworks SOFTWARE </div>					
Branch Name: Eagan					
Rep Name: lan.vanstraten					
Available				1	
DNA				1	
Ended				2	
Lunch				1	
Message				3	
No show				1	
Order Candidate				8	
Sales call - Meet & Greet				1	
				Total Messages Logged by: lan.vanstraten	18
				Total Messages Logged for Branch: Eagan 18	
Branch Name: Hennepin East					
Rep Name: william.dewey					
Message				2	
				Total Messages Logged by: william.dewey	2
				Total Messages Logged for Branch: Hennepin East 2	
Branch Name: Memphis C					
Rep Name: HostEval3					
Customer Interview				2	
Ended				12	
Lunch and Learn				1	
Order Candidate				6	
Rejected				1	
				Total Messages Logged by: HostEval3	22
				Total Messages Logged for Branch: Memphis C 22	
Branch Name: Memphis NE					
Rep Name: Claudette Jaswa					
1st Interview w/ client				1	

Parameters:

1. Start Date: Starting message creation date of your desired date range.
2. End Date: Ending message creation date of your desired date range.
3. Rep Name: A drop down list of all reps in the user's current hierarchy. This is a multi-value parameter so they can select all reps, just one specific rep or any combination of different reps in the list.
4. Branch: A drop down list of all branches in the user's current hierarchy. This is a multi-value parameter so they can select all branches, just one specific branch or any combination of different branches in the list.
5. Customer Name: Filters for messages logged on the specified customer record.

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