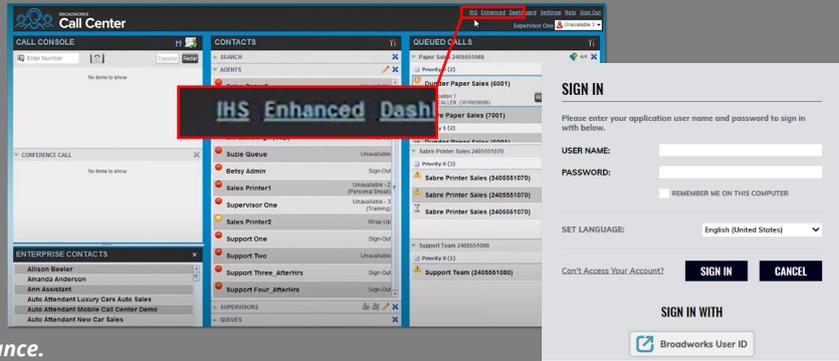


STEP #1

Log In

- From the user client, click on the **Enhanced** reporting link
- Click Sign In (top right) and enter the provided login credentials to access the reporting portal.

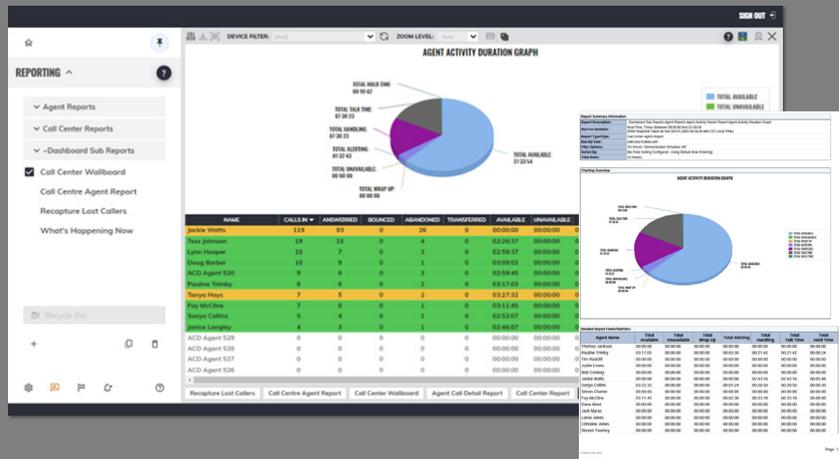


Contact your service provider for assistance.

STEP #2

Reporting Portal

- Once in the reporting portal you will be presented with a collection of pre-built enhanced call center reporting dashboards and reports
- All reports can be viewed and edited or modified, instantly downloaded or scheduled for delivery by email



STEP #3

In-app Help

Comprehensive & Context-Sensitive

- To help you get up and running quickly, the first time you access the reporting portal you will be presented with a product tutorial and walk through.
- To get further help at any time, press the **F1** key or click on the **?** help buttons. You always have HELP and instructions!

