

## Lagre rapport som fil

Når du har generert rapporten din, kan du lagre den ved å klikke på Lagre.



The screenshot shows a web interface titled "Change Parameters - Details pr queue". A dropdown menu is open, listing the following options: XML file with report data, PDF, MHTML (web archive), Excel 2003, Excel, TIFF file, and Word. Below the menu, a table header is visible with columns: Incoming calls, Total calls, No. of hung up, No. of hung up within 20 sec., Call-back requests, Timed out, Exiting queue, Answered (excl call-backs), Answered call-backs, Answer rate (%), Avg. time in queue for answered, Longest queue-time for answered, Avg. time in queue for hang up, Longest queue-time before hung up, Avg. speak time, Max. speak time, Answered within 10 sec., and Answered within 10 sec.

Du kan velge mellom flere formater, for eksempel Excel, MHTML og PDF.

Når du har valgt et format, må du følge instruksjonene i nettleseren og lagre og/eller åpne rapporten.

Rapportene skaleres ulikt avhengig av formatet du velger. I enkelte formater vil rapporter med mange kolonner eller rader spres over to eller flere sider.