**Scheduled call reporting within your Contact Centre of Magnet Voice**

1. Log onto the system as the administrator
2. Go to the contact centre drop down menu and then go down to scheduled report
3. On this page you can see all of the currently active scheduled reports you can edit or delete these reports from this page
4. Click the add new scheduled report button to add a new report
5. In this new page you can chose the options for this new report
6. You can chose the name and the start time of the report. After you can choose the cover period of the report and the repeat period of the report
7. You can then choose the email address that the report will be sent to
8. Then choose the fields that will be included in the report from the menu to this hold the ctrl key and then click on the options you wish to include
9. To publish the report click the tick button at the bottom of the screen, and the report will be added to the screen from earlier