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Performance DNA Administrator Guide

Creating New Base Data Definitions from a Spreadsheet

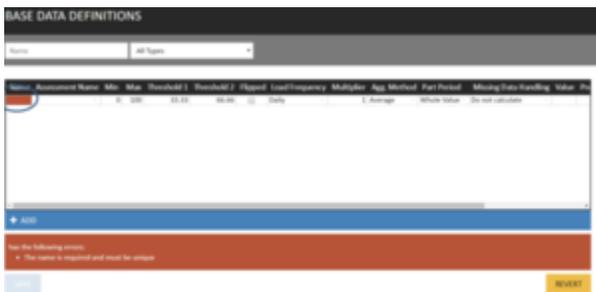
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Creating New Base Data Definitions from a Spreadsheet

To copy Base Data Definitions from your spreadsheet you will need to create a new entry line in the Base Data Definitions grid by Clicking the **+Add** button.



Copy the Base Data Definition information from your spreadsheet and select the highlighted cell on the Base Data Definitions grid using Ctrl+V to paste the data.



Name	Assessment Name	Min	Max	Threshold 1	Repeat	Load Frequency	Multiplier	App. Method	Part Period
ACD - ACW Time	...	30	120	Threshold 1	...	Daily	...	1 Average	Whole Value
ACD - AHT	...	100	300	Daily	...	1 Average	Whole Value
ACD - Calls per Hour	...	5	25	Daily	...	1 Average	Whole Value
ACD - Hold Time	...	0	20	Daily	...	1 Average	Whole Value
ACD - Talk Time	...	60	300	Daily	...	1 Average	Whole Value
Adherence	...	20	100	Daily	...	1 Average	Whole Value
Assessment - Identify Problems & Solutions	...	1	10	Daily	...	1 Average	Whole Value
Assessment - Product Knowledge	...	1	10	Daily	...	1 Average	Whole Value
Assessment - Product Offering	...	1	10	Daily	...	1 Average	Whole Value
Call Rate	...	0	300	Daily	...	1 Average	Whole Value
Calls	...	40	150	Daily	...	1 Average	Whole Value
Complaints Resolved	...	0	500	Daily	...	1 Average	Whole Value
CR - Call	...	1	10	Daily	...	1 Average	Whole Value
CR - FCR	...	1	10	Daily	...	1 Average	Whole Value
CR - NPS	...	25	300	Daily	...	1 Average	Whole Value
CR - SLA	...	0	300	Daily	...	1 Average	Whole Value
Extended Warranty	...	0	400	Daily	...	1 Average	Whole Value
Insurance calls	...	0	120	Daily	...	1 Average	Whole Value
Knowledge	...	0	100	Daily	...	1 Average	Whole Value
Premium Product Sales	...	0	300	Daily	...	1 Average	Whole Value
SM - Agent Retention	...	1	10	Daily	...	1 Average	Whole Value
SM - Customer Info FII	...	1	10	Daily	...	1 Average	Whole Value
SM - Customer Understanding	...	1	10	Daily	...	1 Average	Whole Value
Weekly Sales	...	0	300	Daily	...	1 Average	Whole Value
Repeat	...	0	400	Daily	...	1 Average	Whole Value
Sales - Average Sales Value	...	0	300	Daily	...	1 Average	Whole Value
Sales - Commission Rate%	...	25	300	Daily	...	1 Average	Whole Value
Sales - Sales per Hour	...	5	25	Daily	...	1 Average	Whole Value
Sales Rate	...	0	300	Daily	...	1 Average	Whole Value

After sense checking the data click **Save** to create the new Base Data Definitions.

Note: For optimum performance, it is recommended that Base Data Definitions are pasted and saved to the grid in batches of 50.