

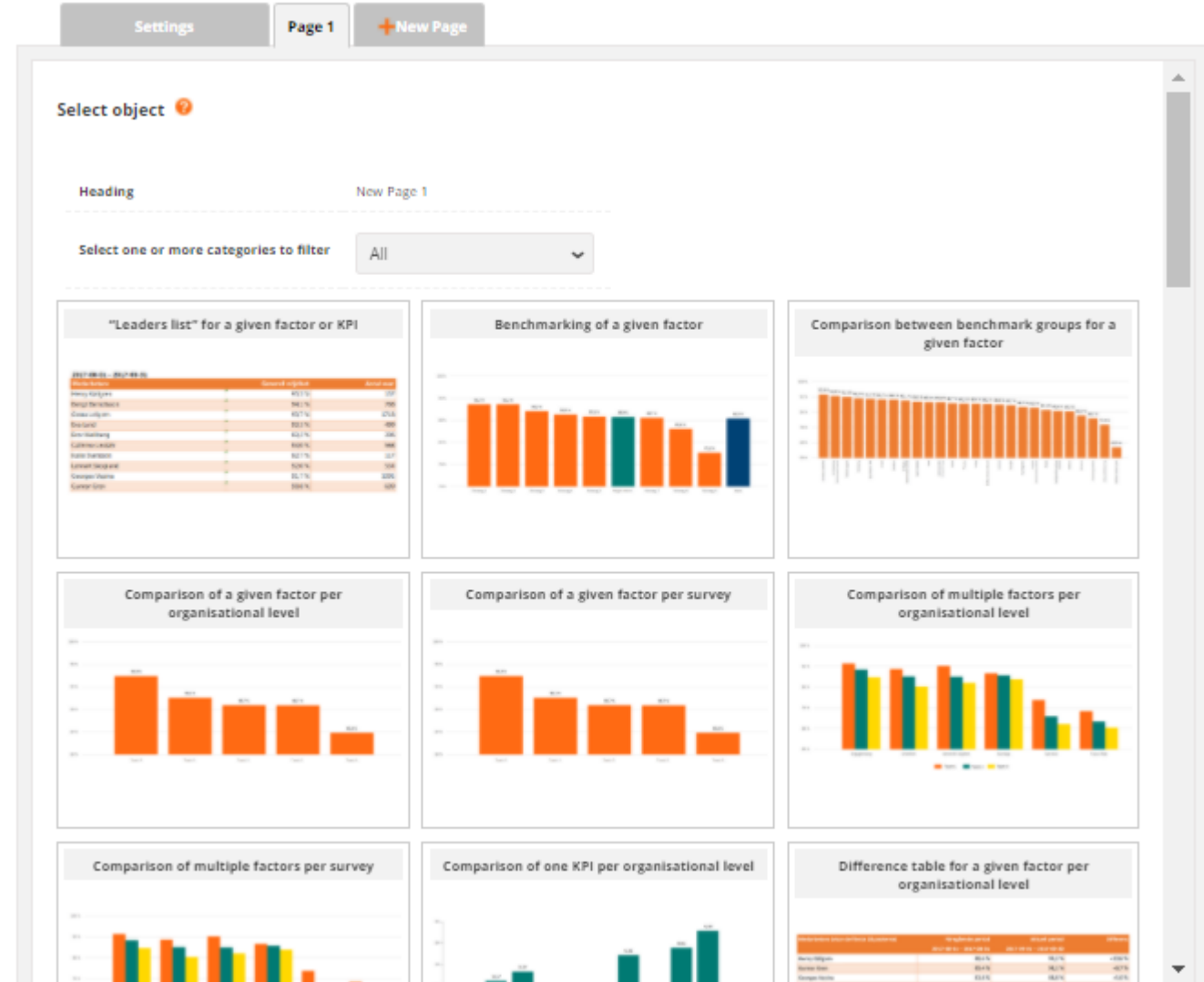


My reports

Brilliant Navigator

My reports

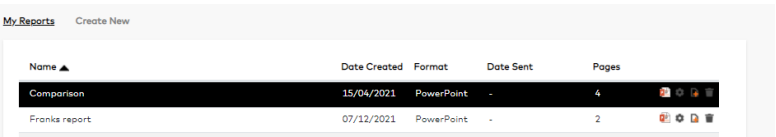
- "My reports" is feature for you with manager access in the Brilliant platform.
- You can build your report from templates or create your own.
- Selectable format; PPT, Excel or PDF.
- You can create unlimited number of reports, for different target groups and for different purposes.
- Reports can be scheduled through automatic sending to your or other recipients email.



My reports

List of reports

- Click on the tab "My reports" and you see a list of your created reports.
- From this list you can edit, copy, export or delete them.

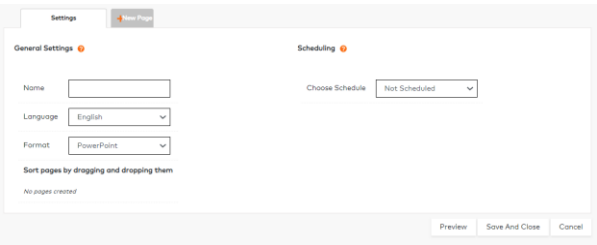


The screenshot shows the 'My Reports' interface with a 'Create New' button. Below is a table listing reports:

Name ▲	Date Created	Format	Date Sent	Pages
Comparison	15/04/2021	PowerPoint	-	4
Franks report	07/12/2021	PowerPoint	-	2

Create new

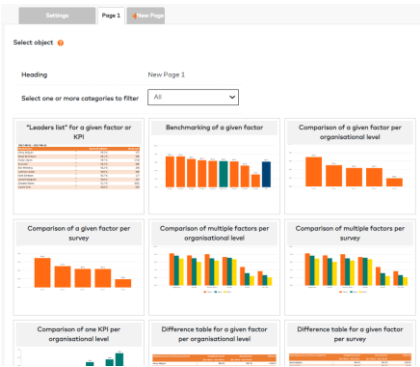
- To create a new report, click on "create new".
- Choose to create form template or build you own from scratch.
- Name your report and schedule it according to your needs on the page "settings".



The screenshot shows the 'Settings' form for creating a new report. It includes fields for Name, Language (English), and Format (PowerPoint). There is also a 'Scheduling' section with a 'Choose Schedule' dropdown set to 'Not Scheduled'. At the bottom, there are buttons for 'Preview', 'Save And Close', and 'Cancel'.

Add pages

- If you use a template, do necessary settings on each of the included pages/graphs.
- If you build your own report, select graph for each page, make the settings and then move on to the next page.
- Preview before saving to make sure the report gives you what you need.
- When you have added all wanted graphs, go back to "settings", preview the whole report and then "save and close". This is important, otherwise your report will be lost.



Choose from over 20 graphs.

- Click on new page to create the first page of your report.
- Scroll down on the page to view all objects/graphs. To help you find what you are looking for, use the filter feature on the top.
- Hoover above the previews of the graphs to read a short summary of what information the graph gives you.



Tips!
Always start your report with response rate for the same time interval as the other graphs in your report to be able to go back and see how many answers the result is based on.
Response rate exists as selectable chart in "my reports"

Edit page

Make your settings.

- Name the page – this is the heading that is showed in the PPT or the tab in Excel. If you do not write a heading, the system will use the heading in the description of selected object.
- Choose the settings of what you want to include in your report page:
 - Date interval
 - Organizational entities
 - Comparison to parent levels or benchmark
 - Surveys
 - Factors
 - etc.
- Always preview the page before saving.
- Save the page when you are satisfied with your settings.
- Your settings will be default for the next page you create.

Settings
Page 1
New Page

Edit Page ?

Heading

Comparison of multiple factors per organisational level

Selected Object

Change Object

Comparison of multiple factors per organisational level

Compare results from different units, teams or employees for multiple factors in the same figure - with benchmarking, if appropriate.

Configure Object Parameters

Date Interval
1
Months

Surveys
All

Level
Select

Factors
All

Organisational entities
Brilliant Demo

Axis alternative
Dynamic scale

Include levels
Don't show parent levels

Show labels
☒ Yes ☐ No

Benchmark Group
Don't Show Benchmark

Minimum number of answers
1

Contact Channel
All

Preview
Delete Page
Save page
Cancel

Save your report

Finish by clicking "settings" and "save and close", otherwise your report won't be saved.

Settings Page 1 Page 2 Page 3 Page 4 + New Page

General Settings

Name

Language English

Format PowerPoint

Sort pages by dragging and dropping them

- Page 1. Comparison of multiple factors per organisational level
- Page 2. Benchmarking of a given factor
- Page 3. Comparison of a given factor per survey
- Page 4. Comparison of one KPI per organisational level

Scheduling

Choose Schedule Monthly

Select Day Of Month 1

Recipients

Please add recipients emails below

Add

Created: -

Updated: -

Preview Save And Close Cancel

- In this view you can easily sort the pages by drag and drop.
- You can schedule the report and one or several recipients. Note that the system does not take into consideration the access of the recipient, the report will be sent with the content that you have included.
- Save and close when you are done, the reports is now saved in your list of reports. You can always edit it, copy it or delete it if needed in the list.

My Reports Create New

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Examples of report slides

Brilliant Navigator

“Leaders list” for a given factor

01/01/2020 – 08/09/2020

Employee	General satisfaction	Number of answers
Bengt Berndtsson	88.4%	359
Bengt Gustavsson	87.7%	345
Cathrine Lindahl	85.2%	327

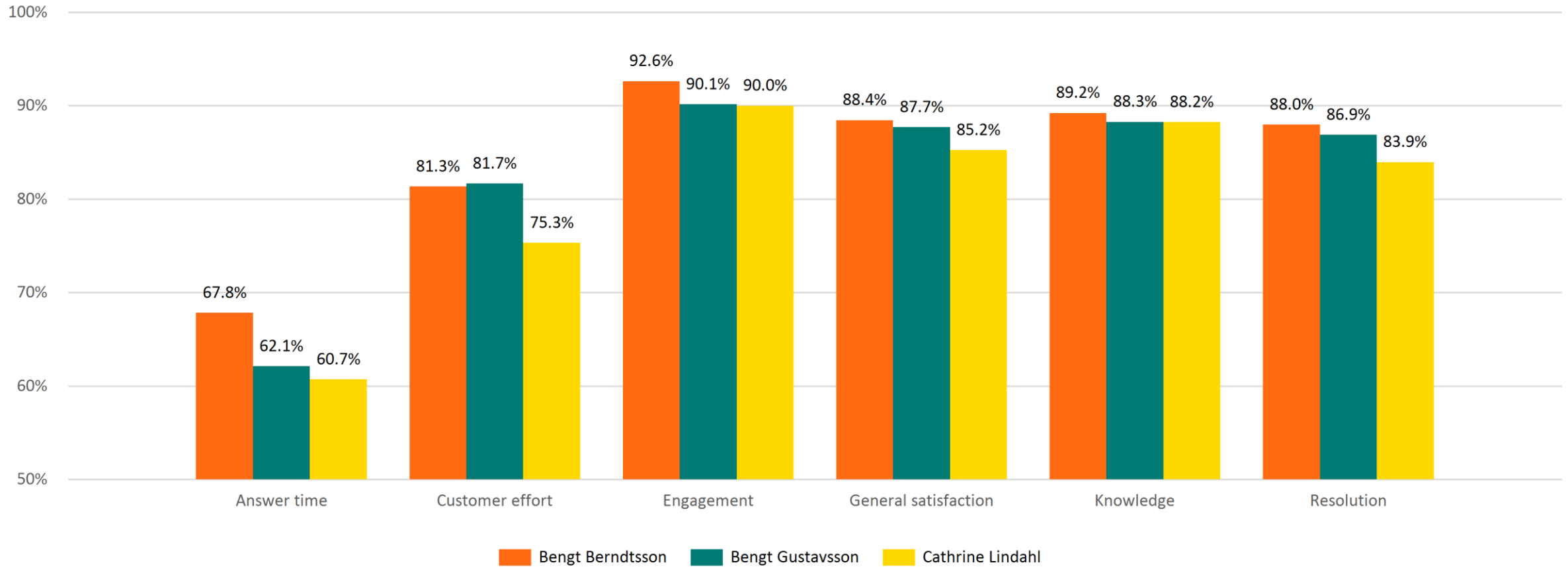
Difference table for a given factor per organisational level

Employee	Previous period	Current period	Difference
	01/01/2019 – 31/12/2019	01/01/2020 – 08/09/2020	
Bengt Berndtsson	87.1%	88.4%	+1.4
Bengt Gustavsson	87.2%	87.7%	+0.5
Cathrine Lindahl	85.2%	85.2%	+0.0

Difference table for multiple factors

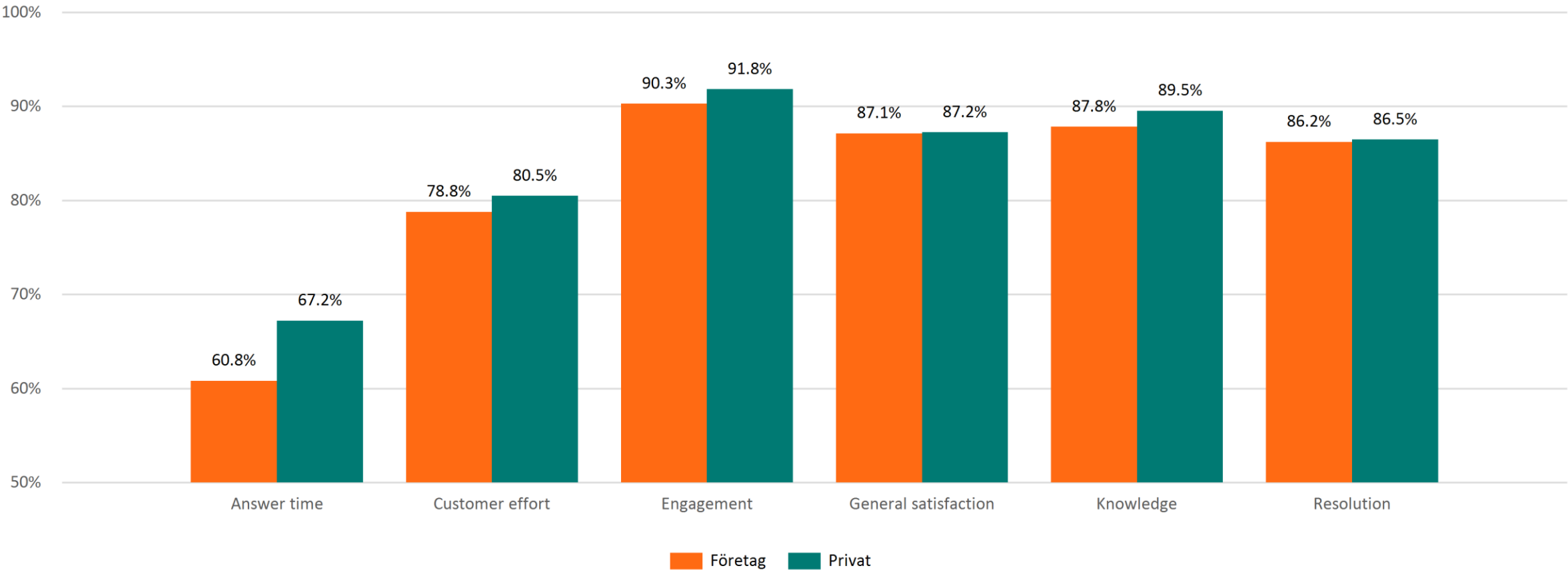
Factor/KPI	Previous period	Current period	Difference
	01/01/2019 – 31/12/2019	01/01/2020 – 08/09/2020	
Answer time	63.0%	63.7%	+0.7
Customer effort	78.9%	79.5%	+0.7
Engagement	90.0%	91.0%	+0.9
General satisfaction	86.5%	87.2%	+0.7
Knowledge	88.3%	88.6%	+0.3
Resolution	85.5%	86.3%	+0.8
NPS	23.4	21.8	-1.5
Average Call Time	374.8		
Number of calls per day	21.8		

Comparison of multiple factors per organisational level



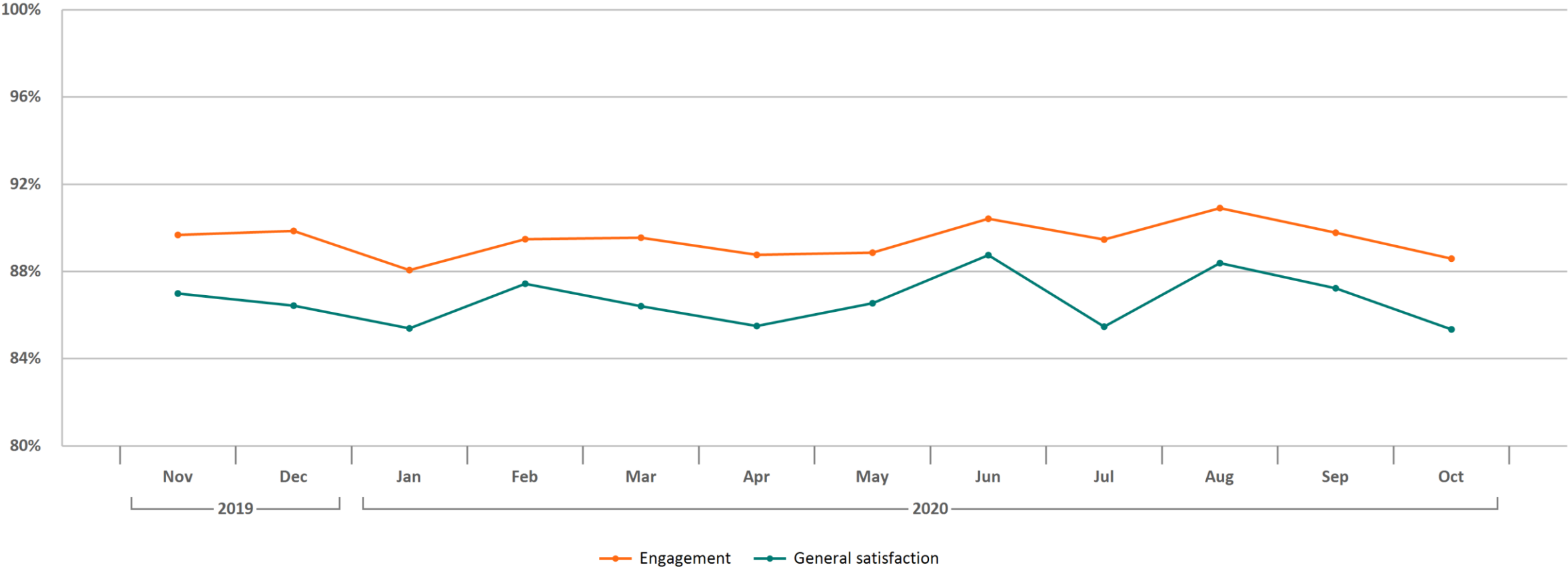
Demo data / demo agents

Comparison of multiple factors per survey



Demo data / demo agents

History of multiple factors



Demo data / demo agents

Brilliant