



# IES Reports



## Module Learning Objectives:

**After completing this module, you will be able to:**

- Use Reports and Workload Search to help monitor your staff's workload and performance.
- Search, View and Print IES Reports/Metrics



## Key Concepts of IES Reports

- There are some new reports that are available with the IES system. These reports may not replace your existing reports or reporting systems.
- Your Security Profile will determine the reports you can access and view in IES.
- IES processes reports at regular intervals, and for the entire state. You have the ability to filter down the reports to specific counties or offices.
- Review the Reports Job Aid for a full list of the IES Reports along with a short description. Let's review together!



## Key Concepts of IES Reports

- The **Case Progression Report** provides managers with a list of cases or applications in 7 different stages throughout the lifecycle of an application or case. Managers can use this report to monitor pending cases and work in their office. The Case Progression Report is updated nightly results up to the previous day is available.
- The **Worker Metrics** page is used to review work completed by all Workers associated to an office or individual Workers for a selected time period. The **Worker Metrics** search results are updated in real-time.
- The **Cold Call Metrics** page captures statistics on Cold Calling attempts made on applications such as Total, Successful and Unsuccessful attempts on two levels of granularity:
  - Office Level
  - Employee LevelThe Cold Call Metrics search results are updated in real time.



## Key Concepts of IES Reports

- Use **Queue Metrics** to monitor the number of unclaimed tasks in *New* status in the EDM Inbox queues.
- **My Inbox** is used to find the following information for a specific Worker:
  - All cases assigned to me
  - All pending applications created by me
  - All Tasks/Reminders assigned to me



# NEXT STOP

