

Confirmation Performance

Overview

The purpose of the confirmation performance is to keep track of how quickly your schedulers are confirming service requests after they are received by your company.

Roles

Staff with the role of [Scheduler](#), and customers who are [Administrative Group Members](#), have the ability to run this report.

Where

[Reports](#) → [Customers](#) → [Confirmation Performance](#)

Filters

Group

Include only service requests for this group and all of its child groups.

Start Date

Include only service requests where the [service date](#) is on or after this date.

End Date

Include only service requests where the [service date](#) is on or before this date.

Built-In Filters

- Do not include service provider slots where the customer billing [service code](#) is set to [not billable](#).

Columns

service request id

See [Service Request ID](#).

service hours

This is the number of man hours of service performed.

request date

This is the date the service request was received.



confirm date

The is the date the service request was confirmed. To find this, uSked looks at the history of the service request and looks for the date when the **status** field has been changed to **confirmed**. If the service request has never been confirmed, **N/A** is shown instead.

business days to confirm

This is the number of business days between the request date and the confirm date. The request time is not taken into consideration. If a service request is made and then confirmed on the next business day, it is considered one business day, regardless of the time the service request was made and the time the service request was confirmed. If the service request has never been confirmed, **N/A** is shown instead.

confirmed within one business day

This will be  yes if this service request was confirmed within one day, or  no if it was not. This is just a visual aid to help you quickly distinguish between service requests confirmed within one business day, and those that were not.