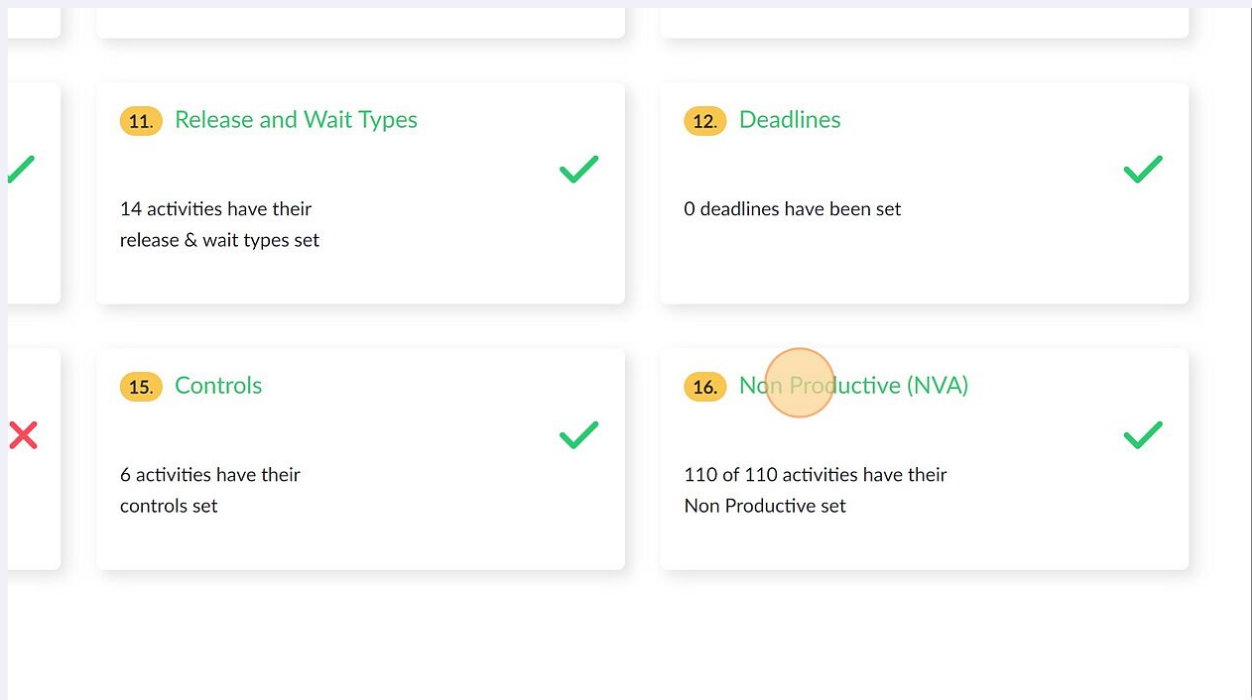








How to upload NVA information

1 Click "16. Non Productive (NVA)"



	<p>11. Release and Wait Types</p> <p>14 activities have their release & wait types set</p> 	<p>12. Deadlines</p> <p>0 deadlines have been set</p> 
	<p>15. Controls</p> <p>6 activities have their controls set</p> 	<p>16. Non Productive (NVA)</p> <p>110 of 110 activities have their Non Productive set</p> 

2

To mark an activity as an NVA click on the drop down next to the activity and select the NVA type. Do the same for all the other activities

NVA Type Entered - 110 of 110

Activity Details

Activity	NVA Type
Start of outbound calls	Action
Resolve the customer query & Document the call	Record/Retrieve
Start of outbound calls	Action
Resolve the customer query & Document the call	Record/Retrieve
CPP violations identified	Action
Share the feedback	Reporting
Sutherland QA team validates the findings	Action

3

To make 3-Cubed predict the NVA types, click "Populate Pending"

Legend

Bulk Upload

Predict NVA Type for me

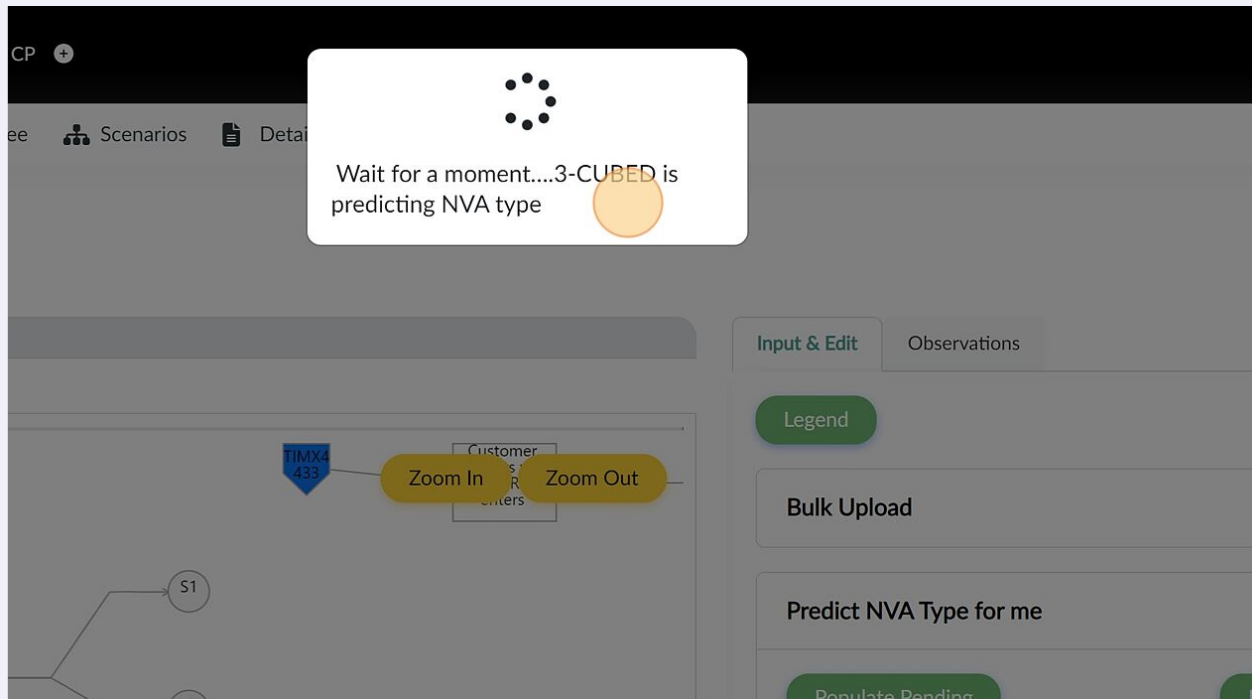
Populate Pending Refresh All

NVA Type Entered - 110 of 110

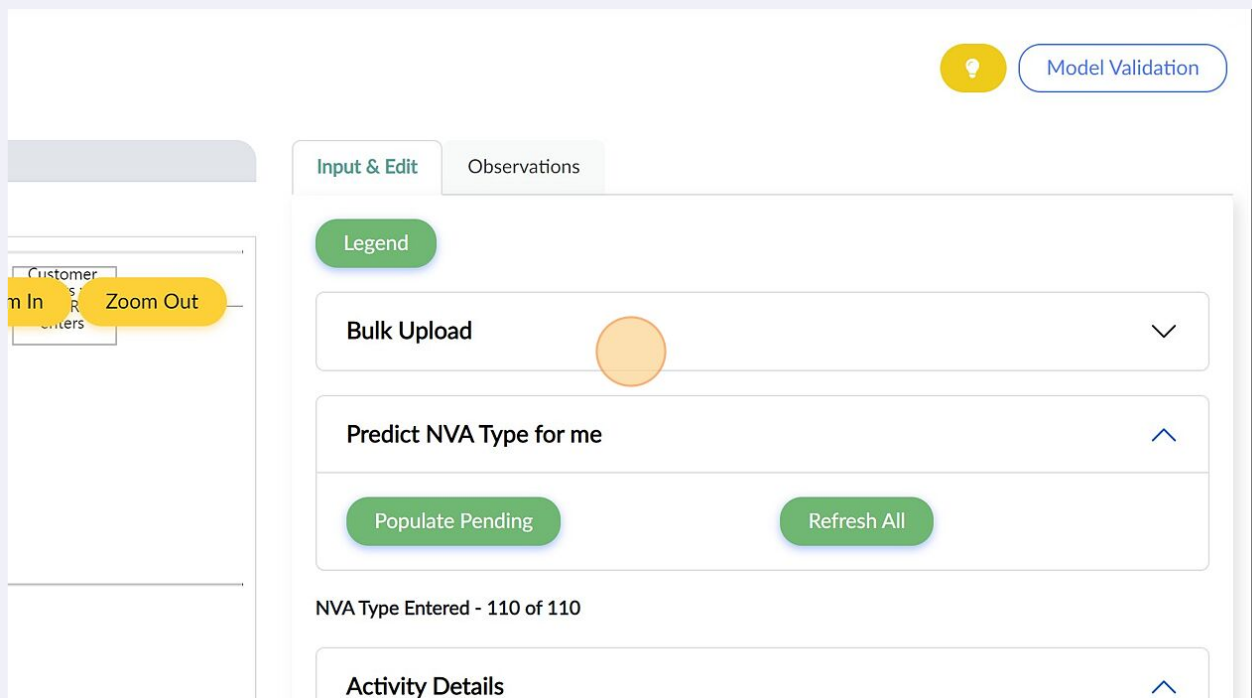
Activity Details

Activity	NVA Type
Start of outbound calls	Action

4 3-Cubed will start predicting the NVA type for activities



5 Alternatively, you can also use Excel to update NVA information. Click "Bulk Upload"



6 Click "Download NVA File" and fill the NVA information in the downloaded file

The screenshot shows a software interface with a map on the left and a control panel on the right. The map displays a location labeled 'TIMX4 433' and a box labeled 'Customer Centers' with 'Zoom In' and 'Zoom Out' buttons. The control panel has two tabs: 'Input & Edit' (active) and 'Observations'. Under 'Input & Edit', there is a green 'Legend' button. Below it is a 'Bulk Upload' section with the text 'Bulk upload by downloading "NVA template" and upload Download NVA File'. A 'Choose File' button is highlighted with an orange circle, and the text 'No file chosen' is next to it. Below that is a blue 'Upload' button. At the bottom of the control panel is a 'Predict NVA Type for me' section with a green 'Populate Pending' button.

7 Choose the completed file from your system

This screenshot is identical to the one above, showing the same software interface. In the 'Predict NVA Type for me' section, there are now two green buttons: 'Populate Pending' and 'Refresh All'.

8 Click "Upload"

The screenshot shows a software interface. On the left, a diagram features a blue arrow labeled "TIMX4 433" pointing to a box labeled "Customer". Below the arrow are "Zoom In" and "Zoom Out" buttons. On the right, a control panel is visible. It includes a "Legend" section, a "Bulk Upload" section with a "Download NVA File" link, a "Choose File" button, and an "Upload" button. Below this is a "Predict NVA Type for me" section with "Populate Pending" and "Refresh All" buttons. At the bottom of the panel, it displays "NVA Type Entered - 110 of 110".

9 Click "Observations" to review the NVA information updated. Make changes where necessary

The screenshot shows a software interface. On the left, a diagram features a blue arrow labeled "TIMX4 433" pointing to a box labeled "Customer". Below the arrow are "Zoom In" and "Zoom Out" buttons. On the right, a control panel is visible. It includes a "Legend" section, a "Bulk Upload" section with a "Download NVA File" link, a "Choose File" button, and an "Upload" button. Below this is a "Predict NVA Type for me" section with "Populate Pending" and "Refresh All" buttons. At the bottom of the panel, it displays "NVA Type Entered - 110 of 110".