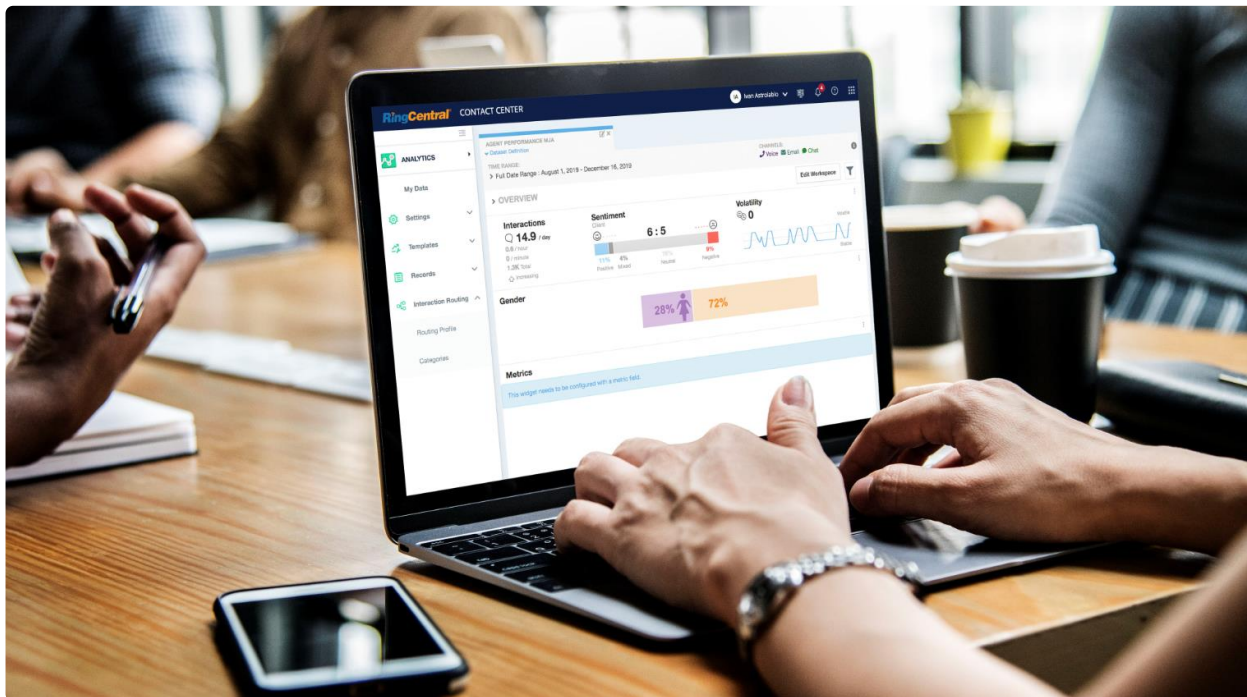


RingCentral Contact Center: Omni-Channel Analytics Pro



Training Overview

If you are an administrator, this course helps you get started with the Analytics Pro settings within RingCentral Contact Center User Hub. Learn how to configure rules and categories, generate a variety of datasets for analysis, and analyze trends to make informed decisions for your contact center.

Course Objectives

- Update company and interaction routing settings.
- Manage category and workspace templates.
- Edit categories.
- Review analytics data in the My Data workspace.

Scope of Training

Training Delivery	Virtual
Duration	2 hour
Cost	\$800
Level	Basic
Who should attend	Administrators of RingCentral Contact Center

Agenda

- Introduction to Omni-Channel Analytics Pro
- Managing the Analytics Settings
 - Company Profile
 - Corrections
 - Customer Sentiment
 - Ignored Phrases
- Managing Routing Profiles
- Configuring My Data for Dataset Analysis
 - Creating New Datasets
 - Editing Workspace
 - Editing Datasets
- Managing Categories
 - Creating Categories
 - Changing Datasets
 - Auto-Categorizing
 - Editing Categories
 - Splitting and Merging Categories
- Accessing Templates
 - Category Templates
 - Workspace Templates
- Accessing Records
 - Data Retention
 - Ingest

For more information, please contact a sales representative. Visit ringcentral.com/university or call 855-774-2510.



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RingCentral, Inc. (NYSE: RNG) is a leading provider of global enterprise cloud communications, collaboration, and contact center solutions. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect from any location, on any device, and via any mode. RingCentral provides unified voice, video meetings, team messaging, digital customer engagement, and integrated contact center solutions for enterprises globally. RingCentral's open platform integrates with leading business apps and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

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