

RingCentral Training Services: RingCentral Contact Center™ Custom Reporting Workshop

Customize reporting for your contact center for peak business performance.



Training overview

In this workshop, you will partner with a RingCentral reporting expert to create two custom reports using the custom reporting tool. Reports will be built to your team's requirements and will prepare you to independently build additional custom reports. This training course includes a 30-minute assessment call to allow our Training Specialist to conduct a full discussion surrounding

the key features and requirements to begin designing for both custom reports prior to the scheduled workshop. The workshop is specifically designed for professionals responsible for supporting contact center performance management to effectively analyze the metrics that matter to the business.

Workshop objectives

- Create reports that can be directly applied to your contact center.
- Apply attributes to build better custom reports.
- Apply report metrics to uncover your contact center's performance.

RingCentral Contact Center Custom Reporting Workshop—Scope of Training

Cost	\$1600
Training delivery	Virtual instructor-led training (VILT)
Duration	2 hours
Level	Advanced
Who should attend	Individuals who are responsible for generating reporting metrics for key stakeholders or managing the performance of the contact center including contact center administrators, performance analysts, and operations managers

Agenda

- Discuss reporting requirements
- Mutually build the first report together with the customer
- Mutually build the second report together with the customer
- Support and training
 - RingCentral University

Course prerequisites:

- Must have completed **RingCentral Contact Center Introduction to Reporting** and **RingCentral Contact Center Introduction to Custom Reports**.
- System must be active and has gone live.
- Training assessment call must occur at least two days prior to the training date.

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

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.