

RingCentral Training Services: RingCentral Contact Center™ Introduction to Reporting

How to generate reports to gain insight into your call center.



Training overview

In this course, you will learn how to generate reports and dashboards to monitor call center performance. The course is delivered by a live instructor and is specifically designed to teach

administrators and contact center managers a basic understanding of how to utilize reports and dashboards to monitor day-to-day activities.

Course objectives

- Access the different reporting capabilities of User Hub.
- Generate prebuilt reports.
- Create and maintain dashboards and wallboards for the contact center.
- Navigate the custom report interface.

RingCentral Contact Center Introduction to Reporting—Scope of Training

Cost	\$400
Training delivery	Virtual instructor-led training (VILT)
Duration	1 hour
Level	Basic
Who should attend	Contact center administrators, performance analysts, and operations managers

Agenda

- Introduction to reporting
 - Refresh rates and data sources
 - Dashboard
 - Canned reports
 - Data download
 - Custom reports
- Using the dashboard
 - Adding widgets
 - Filtering widget data
- Using canned reports
 - Examples of canned reports
 - Skill performance report
 - Agent unavailable report
 - Agent summary report
 - Active contact report
 - Historical contact report
- Using data download
 - Searching for reports
 - Report options
- Downloading reports
 - Examples (note: generated reports in training will vary)
 - 511 call detail with recordings
 - 518 agent summary by day
 - 519 skill summary
 - Report schedules
 - Name and other details
 - Report parameters
 - Report distribution
- Introduction to custom reports
 - Categories
 - Headers
 - Report templates
- Overview of RingCentral Support and resources
 - RingCentral University

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.