

RingCentral Training Services: RingCentral Office® Introduction to Reporting and Analytics

How to leverage RingCentral Office analytics to improve your phone system to maximize quality of service and optimize business performance.



Training overview

This virtual course teaches how to build reports to create performance monitoring strategies to improve user productivity, diagnose call quality issues, and track call volumes. The course is delivered by a live instructor and is specifically designed to teach administrators, analysts, and operations managers a basic understanding of how to utilize the reports and analytics portal to improve the performance and reliability of their RingCentral Office communications platform.

A student in this class will gain hands-on experience generating, navigating, subscribing to reports, and creating dashboards that can provide data visualization reports for analysis of company-wide, department/group, or user-level call history, adoption, activities, and patterns for a wide variety of use cases.

Course objectives

- Read and interpret data for available RingCentral reports.
- Customize reports using the provided filters.
- Subscribe to a report.

RingCentral Office Introduction to Reporting and Analytics—Scope of Training

Cost	\$800
Training delivery	Virtual instructor-led training (VILT)
Duration	2 hours
Who should attend	RingCentral administrators, performance analysts, and operations managers

Agenda

- Introduction: Summary of use cases
- Overview of available reports
 - Adoption & Usage Reports
 - Performance Reports: Users and queue
 - Company Numbers Report
 - Device Status Report
 - Live Reports
 - Quality of Service (QoS) Report
- Meetings Dashboard: Customizing reports
- Utilizing report analytics
 - Performance Reports to monitor user productivity
 - Company Numbers Report to track call volume
 - Device Status Report to monitor desk phone outages
 - Live Reports to monitor call queues
 - QoS Report to diagnose call quality issues
 - Meetings Dashboard to track usage
 - Adoption & Usage reports to track telephony, meetings, and messaging usage.
- Overview of RingCentral Support and resources
 - RingCentral University

Course prerequisite

RingCentral Office system should be implemented and operating with data to review.

Limitations

Device Status Report: Available only to customers on the RingCentral Office Ultimate™ tier

Live Reports: Available to customers who have Live Reports

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.