

RingCentral Training Services: RingCentral Office® Analytics Using Live Reports

Creating and utilizing Live Reports dashboards to monitor and analyze agent call flows.



Training overview

RingCentral Live Reports empowers your organization by providing near real-time data on inbound and outbound call traffic. In this course, you will learn how to build dashboards and monitor and analyze real-time call flow, call volume, and usage metrics in RingCentral Live Reports. Topics include a breakdown of key data points you will need to optimize your business operations.

Course objectives

- Learn how to set up your call flow dashboard and understand agent availability and queue levels.
- Understand each of the key reporting functions for monitoring agents and call volume.
- Learn how to monitor agent availability and call queues.

RingCentral Office Analytics Using Live Reports—Scope of Training

Cost	\$600
Training delivery	Virtual instructor-led training (VILT)
Duration	1.5 hours
Level	Intermediate
Who should attend	RingCentral administrators, performance analysts, and operations managers

Agenda

- Introduction
 - Summary of use cases
 - Monitoring agent availability
 - Monitoring your SLA
 - Available widgets and metrics
 - Agent-level data vs queue-level data
- User access
 - Role and permissions
 - Custom roles
- Using Live Reports
 - Available widgets
 - Monitoring call volume
 - Monitoring agents
 - Monitoring queues
- Dashboards
 - Create and manage dashboards
- Q&A
- Support and training
- Overview of RingCentral Support and resources
 - RingCentral University

Prerequisite

The RingCentral system must be up and running with data to review.

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.