Self-paced Training

This self-paced Contact Center Analytics Course provides information on how to view and set up agent status, resources, and performance as well as queue status, custom metrics, thresholds, dashboards, and wallboards.

Performance Objectives

At the end of this course, students will be able to:

- Quickly identify trends in how you are serving your customers with at-a-glance visualizations
- Filter out noise and focus on the things that are impacting your customers’ experiences
- Identify highly-performing agents and those who need coaching or assistance
- Detect performance anomalies to catch issues before they become widespread
- Stay on top of your team’s performance, no matter where they are

Course Topics

- Getting Started
- Real time Widgets
- Historical Widgets
- Dashboards
- Share a Wallboard
- Thresholds
- Custom Metrics
- Report Templates
- Customize and schedule a report

Recommended Prerequisites
None

Target Audience
Supervisors responsible for defining and reporting Contact Center Analytics

Course Length
2 Hours

Training Units
2 per person

For more information, email: Training@8x8.com