Contact Center Analytics

Data sheet & course description

Self-paced Training

This self-paced Contact Center Analytics Course provides information on how setup and configuration 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
- Queue Summary Widget
- Agent Performance Widget
- Agent Status Widget
- Agent Resources Widget
- Single Agent Stat
- Single Queue Stat
- Dashboard and Wallboards
- Thresholds
- Custom Metrics

Recommended Prerequisites
None

Target Audience
Supervisors responsible for defining and reporting Contact Center Analytics

Course Length
1 Hour

Training Units
2 per person