Genesys Cloud Reporting and Analytics

CODICE	DURATA	PREZZO	LINGUA	MODALITÀ
GC-R&A-USE	1 Giorni	Su richiesta	Inglese	Virtual Classroom

SCHEDULAZIONE

- A Richiesta

The Genesys Cloud Reporting and Analytics course provides you with an in-depth look at your contact center metrics and data, using reports and dashboards.

This course covers report selection, helping you to visualize the performance of your contact center.

?You will learn how to set up and run interaction reports, view agent and contact center metrics, monitor your contact center in real-time (including service levels, Average Speed of Answer (ASA), and the number of customers interacting and waiting), view assigned and completed interactions, monitor evaluation and calibration activity for the contact center, and more.

PREREQUISITI

Genesys Cloud Contact Center Administration

Recommended Skills:

- Familiarity with Genesys Cloud environment and user interface

- Basic understanding of contact center concepts

OBIETTIVI

- Outline the reporting capabilities of Genesys Cloud

- Manage reports on Genesys Cloud

- Use dynamic views to monitor performance

- Manage your agents and contact center through status and presence

- Generate the appropriate report types for different situational requirements

- Troubleshooting issues that occur when using reports

DESTINATARI

The Genesys Cloud Reporting and Analytics course is intended for Supervisors, Contact Center Managers, Business Analysts, and Project Managers who needs to use Genesys Cloud Reporting and Analytics from a business user perspective.

CONTENUTI

- Introduction to Reporting and Analytics

- Genesys Cloud Reports

- Working with Reports

- Troubleshooting Reports

- Dynamic Views

Prezzi e corsi potrebbero subire variazioni; si consiglia di verificare sul sito www.novanext.it/training.