Enghouse Interactive

Communications Centre Reports Remote Training Course

Times

Duration = 2 hours
- 11:00am – 1:00pm AEST
- 1:00pm – 3:00pm NZ

Location

Webinar (Remote Delivery)

Student Prerequisites

None

Audience

- Contact Centre Managers
- Supervisors/Team Leaders
- Business Analysts
- Anyone tasked with the day-to-day reporting for your Enghouse Interactive CC solution.

Class Size

Maximum 8 per course
Course Code: **CC-RW**

Course Cost

AUS/NZ $540 (ex GST) per person

Course Registration

To register please complete the registration form on our web site or email us at:
apactraining@enghouse.com

Enghouse Interactive's Communications Centre Reports Course teaches students how to run reports in order to effectively manage the Contact Centre. This interactive course will be delivered remotely via a live webinar. Students will be able to ask questions and will have access to a training lab to practice throughout the session.

Course Outline

- Log in and explore Interface and Toolbar icons.
- Understand the Reports tab and Online Help.
- Take a comprehensive tour of the Detailed Queue Reports and Agent Reports.
- Learn to create, save, read, run and print Reports and Graphs.
- Get a good handle on why you should use Personal Reports, how to create and schedule these for maximum value.

ABOUT ENGHOUSE INTERACTIVE

Our suite of products has allowed over 10,000+ mid-market and enterprise organisations globally to increase their customer acquisition and retention. Our solutions have improved both customer service and contact centre operations, while enabling a better understanding of the voice of the customer.

Integrated Suite of Solutions

Enghouse Interactive's integrated suite of solutions includes omni-and multi-channel contact centre, self-service, attendant operator consoles and workforce optimisation. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premises-based, through to private, public or community cloud and even hybrid requirements.

www.enghouseinteractive.com.au