



Education Services

Instructor-Led Operational Workshop Offering



Interactive Intelligence
Deliberately Innovative

Interaction Center Reporting Workshop

Workshop Overview

Workshop Duration: 2 days (9:00am – 4:00pm (Case-Specific/Open Forum discussion from 4:00pm – 5:00pm each day)

This 2-day workshop provides attendees the knowledge to leverage Interaction Center technology and available reporting metrics to best evaluate past performance and to assist in process improvement and forecasting in the future. The course will focus on data fields available in Interaction Supervisor® Historical Reports, and allow students to discern the meaningful metrics for their organizations.

Students are invited to bring specific business scenarios to be used in discussions surrounding reports available and customizations made through Report Assistant.

Regular workshop hours are from 9:00 AM - 4:00 PM, with an additional hour (4:00pm – 5:00pm) available to discuss scenarios that are specific to individual organizations.

This workshop is the second installment in a series of upcoming offerings included in our Unified Business Objectives program.

Intended Students

This is an Operational (non-technical) class. This class is recommended for the person(s) who fills the role of:

- Contact Center Director
- Contact Center Manager/Supervisor
- Contact Center Business Planner/Analyst/Forecaster
- IC System Administrator
- Workforce Management Manager/Analyst

Course Objectives

This course will prepare the students to perform the following tasks:

- Become familiar with the Data Dictionary used in IC reporting.
- Understand how permissions set in Interaction Administrator affect different levels of report viewing/modification.
- Develop a set of key performance indicators and identify the associated report fields and locations.
- Have a solid working knowledge of the types of data collected by IC and understand the database structure as it relates to historical reports.
- Identify key metrics/calculations in the standard report package, as well as design custom reports using Report Assistant.

Visit our web site for current course descriptions and pricing

education.inin.com

or e-mail education@inin.com



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Workshop Prerequisites

Interactive Intelligence requires payment (either via program voucher or credit card) and a signed Partner Agreement or Nondisclosure Agreement on file from the attendee's company before attendance.

- Fluency in spoken and written English is essential as course materials and discussions are presented in the English language.

Additional Training Opportunities

- Students desiring additional information on configuring their Interaction Center system should attend the **Interaction Center Administration for Operations** class.
- Students desiring additional information on configuring Interaction Attendant, should attend the **Interaction Attendant** workshop.
- Students desiring more information on Contact Center Best Practices, should attend the **Contact Center Best Practices** workshop.
- The On-line Passport is recommended for all customers of Interactive Intelligence, Inc. ®

Visit our website at <http://education.inin.com> to register.

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or e-mail education@inin.com