

# Education Services

## Instructor-Led Web-Based Operational Course Offering



Interactive Intelligence  
Deliberately Innovative

# Interaction Center Reporting – Web-based Workshop

## Course Overview

Course Duration: 4 days (4 hours per day)

This web-based 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.

This course also provides the student with the knowledge and skills necessary to customize IC's reporting features, including adding, changing, and deleting fields and formulas in existing reports.

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

## 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.
- Describe IC's reporting features and points of customization
- Create custom report templates and custom report logs using Crystal Reports.

Visit our web site for current course descriptions and pricing

[www.inin.com/education](http://www.inin.com/education)

or e-mail [education@inin.com](mailto: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.

To maximize the student's potential for successful course completion and/or certification, each student is expected to:

- Have a current basic knowledge\* of the Microsoft Windows interface and familiarity with its terminology.
- Be fluent in the spoken and written English language. \*\*
- For the Customization of CIC Reports section of the course, students should have a copy of Crystal Reports 9.0 (minimum version level)

\*Basic Knowledge is defined as: User must be able to use Explorer interface to cut, paste, and copy files.

\*\* The online course materials and instructions are presented in the English language. Therefore, in order to fully benefit from the instruction, all students must be fluent in the English language.

In order to complete the web based classroom experience, the following software requirements must also be met:

- Internet Explorer 7.x or greater must be installed.
- The latest version of the Adobe Flash plug-in. ([www.adobe.com/downloads](http://www.adobe.com/downloads)) must be installed.
- Upon registration of this course student will receive invitation for web based GoToWebinar, the application must be installed prior to attending class. Instructions will be included in invitation.
- Upon registration of this course student will be required to download and print required documentation from specified site.

It may also be necessary to enable your browser's ActiveX control to run the Flash simulations.

#### Additional Training Opportunities

- Students desiring additional information on administering the Interaction Center System should consider the **Interaction Center Administration** course.
- The Online Passport is recommended for all partners and customers of Interactive Intelligence.

Visit our website at [www.inin.com/education](http://www.inin.com/education) to register.

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