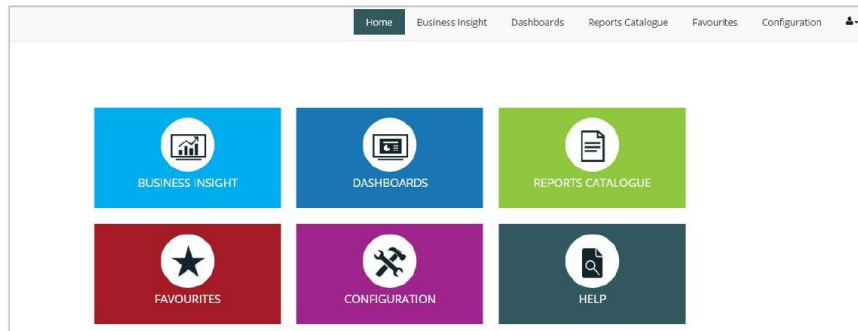


Course Outline – Global PBX Call Reporting



Course Description

Supervisor Reporting Console is available on desktop or mobile device and provides graphs / tabular data for total calls, distribution, answered, missed, by DID and CLID. It includes wallboard layouts and ability to display custom filtered data. Recording features available are recording internal / external calls; ability to pause and resume; store, find, playback and export.

This training session is suitable for the Reporting and Recording Supervisor.

- How to Log in and out of the application
- The Different Home Dashboard options
- Business Insight
- Dashboards
- Reports Catalogue
- Reports Filters
- Report Options
- Create Live Tiles
- Favourites
- Call Recordings
- Configuration

Course Information

- The Supervisor Reporting Console training duration is 1hr for Standard Reporting and minimum 2hrs for Advanced Reporting
- Session can be conducted via webinar or onsite
- ½ day or full day Onsite training can be classroom style sessions or trainer roaming with a maximum of 10 participants per session
- Webinar sessions are hosted remotely. Recipients must have access to suitable remote facilities and adequate internet connection to participate. A maximum of 12 participants/webinar session is recommended
- A 1 week lead time is required for webinars, 2 weeks lead time for onsite training