

Call Analytics Expertise



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Course Description

Modern phone systems generate a wealth of information about how your customers and teams are communicating. This course teaches you how to unlock that data and use it to improve performance. Through hands-on exercises and expert guidance you will learn to collect, visualize and interpret call volume, abandonment rates and quality scores. By the end of the session you will be able to connect built-in reporting tools to your business objectives and turn numbers into action.

Learning Tracks

Digital Transformation

AI

Analytics

UCaaS

Productivity

Reporting



Why This Course Matters

- Defend business decisions with real numbers rather than guesses
- Pinpoint internal problems quickly and resolve them before customers notice.
- Stay ahead of communication problems and boost client experience by acting on trends.
- Get reports delivered automatically so you can focus on improvement rather than data gathering.

Who Should Attend

Register Now



IT
administrators



Customer
service
supervisors



Business
analysts

COURSE SYLLABUS

Course Overview

Analyze call volume, abandonment rates and quality scores to drive evidence-based decisions.

Syllabus

1. Call Analytics Foundations
2. Key Metrics & KPIs
3. Volume & Trend Analysis
4. Agent & Group Performance
5. Voice Quality & QoS Metrics
6. Reporting Tools & Dashboards
7. Advanced Analytics & AI Insights
8. Implementation & Best Practices
9. Capstone Project & Case Study

What You'll Learn

- 1 Call analytics fundamentals & KPIs
- 2 Business call volume & trend analysis
- 3 Measuring staff & group performance
- 4 Quality of Service & voice quality
- 5 Advanced analytics & AI

Register Now



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