Dialpad: Dashboards, KPIs, & Analytics For Admins

OUTPUT WORKSHOP

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Course Description

This course helps administrators and team managers use Dialpad's inclusive Analytics workspace in the web portal to monitor call activity, define and track key performance indicators (KPIs), and turn trends into actions. Participants learn how to navigate dashboards, apply filters, interpret queue and user metrics, set up subscriptions, and export data for leadership reporting.

Learning Tracks

- Digital Transformation
- Analytics
- Admin
- UCaaS
- Productivity
- Reporting

Why This Course Matters

- Improve customer experience by watching leading KPIs and adjusting staffing or routing rules before issues escalate.

- Defend business decisions with real numbers rather than guesses.

- Stay ahead of communication problems and get analytic reports delivered automatically.

Who Should Attend

Register Now

- Admins on Dialpad
- IT administrators
- Business analysts

COURSE SYLLABUS

Course Overview

Understand how to use Dialpad's Analytics to build, read, and act on your call data in order to see business insights, improve service levels, and increase overall caller experience

What You'll Learn

1 Access & roles to view the analytics data

2 User & department performance reports

3 Company volume & trend analysis

4 Quality of service network metrics

5 Subscriptions, automatic reports, & exports

Syllabus

1. Orientation: Access, Roles, & Data Visibility

2. Dialpad Glossary of KPIs

3. Call Summary Data Deep Dive

4. Additional Tools To Chart Data

5. Subscriptions, Exports, & Executive Reporting

6. Quality Of Service (QoS) For Admins

Register Now

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