RingCentral: Dashboards, KPIs, & Analytics For Admins

OUTPUT WORKSHOP

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Course Description

This course helps administrators and team managers use RingCentral's inclusive Analytics in the Admin 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 Microsoft & TELUS systems

IT administrators

Business analysts

RingCentral

COURSE SYLLABUS

Course Overview

Understand how to use RingCentral's Analytics portal 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 performance reports

3. Company numbers & group reports

4. Quality of service network metrics

5. Subscriptions, automatic reports, & exports

Syllabus

1. Access, Roles, & Data Visibility

2. Performance Reports Deep Dive

3. Subscriptions, Exports, & Executive Reporting

4. Company Numbers & Main Line Insights

5. Live Reporting (Real-Time Monitoring)

6. Quality of Service Analytics for Admins

Register Now

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