TELUS Business Connect: Dashboards, KPIs, & Analytics For Admins

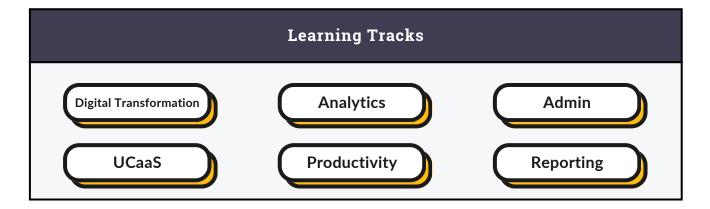


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Course Description

This course helps administrators and team managers use the inclusive TELUS Business Connect analytics portal in Voice Manager 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.





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









Admins on TELUS Business Connect

IT administrators

Business analysts

COURSE SYLLABUS

Course Overview

Understand how to use TELUS Business Connect'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.

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

What You'll Learn

- Access & roles to view the analytics data
- User performance reports
- Company numbers & group reports
- Quality of service network metrics
- Subscriptions, automatic reports, & exports

Register Now



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