

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



✉ hello@output.training
☎ (844) 3OUTPUT

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.

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 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

- 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

Register Now



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