



## Advanced Report Course Web-Based, Instructor-Led

### Course Description

This 1-hour course focuses on the use of advanced report distribution methods, including email merge and report portal.

### Course Cost

\$125

### Product and Versions

This course is offered to customers with any version of Infortel® Select; although the report portal requires version 7.4 or above.

### Course Content

#### Report Distribution

- ✓ Reviewing ways to distribute reports
- ✓ Printing
- ✓ Email
- ✓ Report Portal
- ✓ Standard Email
- ✓ Email Merge
- ✓ Export

#### Selecting Distribution Method

- ✓ Purpose of each distribution method
- ✓ Determine best ways of distribution
- ✓ Discuss pros and cons of each

#### Configuring Distribution Methods

- ✓ Configuring for network and local Printer
- ✓ Email
- ✓ Configuration of Report Portal
- ✓ Email Merge
- ✓ Directory Configuration as it pertains to Email Merge
- ✓ Directory Security Configuration as it pertains to Email Merge
- ✓ Report Setup of Email Merge
- ✓ Exporting
- ✓ Discuss configurations for exporting over the network

**Hands-On Lab Exercise:**  
Emailing and exporting reports through various methods.

### Who Should Attend?

*Any Infortel® Select user responsible for creating and distributing the reports.*



**Additional web-based training courses, including but not limited to:**

- ✓ Basic Report Course, covering more basic topics, such as creating and scheduling reports.
- ✓ Business Intelligence Report Course, covers call center metrics on non-call center calls.

Please contact the  
**ISI National Technical Assistance Center**  
at  
**800.326.6183**  
for more information.

Knowledge of reports, directory database structure and intended report recipients.