



# Business Intelligence Course

## Web-Based, Instructor-Led

### Course Description

This 1-hour web-based training course is designed to enable trainees to create Business Intelligence reports in Infortel<sup>®</sup> Select. "Business Intelligence" refers to a process of increasing the competitive advantage of a business by intelligent use of available data in decision making. This includes providing such metrics as:

- Average Ring Time • Time in Queue • Call Transfers • Abandoned Calls

### Course Cost

\$125

### Product and Versions

This course is offered to customers with Infortel<sup>®</sup> Select version 7.5 or at the minimum 7.1 with the latest Interim Build patch.

### Course Content

#### View into Systems

- ✔ Determining the Business Intelligence need and use:
  - ✔ Ring no answer
  - ✔ Ring Time
  - ✔ Abandon Call
  - ✔ Traffic reporting

**Hands-On Lab Exercise:**  
Creating and using the Business Intelligence Report tools

#### Business Intelligence Planning

- ✔ Use information to manage their business – staffing, training, etc.
- ✔ Experience the benefits of contact center-type reporting without the need to deploy technology initially.
- ✔ Immediate return on their investment.
- ✔ Competitive tool.
- ✔ Provide user information to help them manage their business.

#### Business Intelligence Reports and Tools

- ✔ Ring Time and Abandoned Summary – reflects how calls are being managed
- ✔ Average Ring Time by Hour – indicates average ring time by hour as well as total number of calls
- ✔ Traffic Analysis – indicates locations that are under trunked and over-trunked
- ✔ Ring Time Detail – indicates if calls are being answered in a timely manner
- ✔ Abandoned Calls by Hour – provides insight into call trends
- ✔ Transferred Calls Report – reflects all transferred call information

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

### Who Should Attend?

*Any Infortel<sup>®</sup> Select user responsible for managing business needs and solutions.*



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

- ✔ Advanced Report Course, covering more advanced topics, such as the use of email merge and the report portal delivery mechanism.
- ✔ Web-Based Basic Report Course, focused on running reports via the web interface.

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