

cxView User Training

This introductory training course focuses on the tools within Tealeaf cxView to proactively manage your online channel and understand why customers complete or abandon online processes. By providing real-time awareness to key business performance indicators, as well as the ability to drill down from these metrics to understand the cause of business process abandonment, cxView exposes the cost of customer experience obstacles to your business.

Course Description

The training provided in this course is tailored to provide Tealeaf users with knowledge to build real-time business process scorecards, define key performance indicators that impact your online transactions, and consolidate customer experience metrics and business process success/failure rates into executive dashboards. Real-world use cases are incorporated throughout the training to provide attendees hands-on experience.

Target Audience

This course is specifically designed for beginning to intermediate Tealeaf users who will use cxView to build scorecards and dashboards.

Pre-requisite

cxImpact Basic Training, or strong experience with Tealeaf search and reporting capabilities and a basic understanding of events in Tealeaf.

Objectives

This 1-day course provides cxView users with the knowledge to:

- Create Business Process Scorecards, Key Performance Indicators (KPI) Scorecards, and Dashboards.
- Re-evaluate and modify existing Scorecards and Dashboards over time.
- Best Practices and methodology for creating and publishing Scorecards and Dashboards.
- Utilize community-based Report Templates.

Topics

The following topics are covered in this course:

- Introduction to cxView
- Business Process Scorecards
- KPI Scorecards
- Working with Existing Scorecards
- Dashboards
- Community-based Report Templates

Course Materials

cxView Training Materials (to be provided upon arrival to training course).