

Course Section	Section Topic	Comments
10. Reports & Displays Real-time Displays	a) Define/ create/ run real time displays	
11. Reports & Displays Historical Reports	a) Types of Historical reports b) Duplicating reports c) Running reports d) Scheduling reports	
12. Reports & Displays User Created Reports	a) Importing user created reports b) Run user created reports	
13. Assignments	a) Creating/ changing/ running Agent to Skill Set and agent to supervisor assignments	

If you would like one of our training consultants to contact you or if you would like further information on course content and pricing please call +353 (0)1 6127011 or email: sales@ccsols.ie