

Duration	Suitable for
1 Day	Contact Centre Managers Contact Centre Supervisors Contact Centre Administrators

Course Section	Section Topic	Comments
1. Overview of Crystal Reports	<ul style="list-style-type: none"> <li>a) Standard Reports</li> <li>b) Symposium Database</li> <li>c) Understanding Tables</li> <li>d) Logging on to Symposium with Crystal</li> </ul>	
2. Symposium Reports Overview	<ul style="list-style-type: none"> <li>a) Report Design</li> <li>b) Report Preview</li> <li>c) Report Expert</li> <li>d) Select Expert</li> <li>e) Fields Formula</li> <li>f) Parameters</li> <li>g) Sort</li> <li>h) Groups</li> <li>i) SQL Query</li> <li>j) Headers &amp; Footers</li> <li>k) Database Alias</li> <li>l) Format</li> <li>m) Graphs</li> </ul>	
3. Creating and Running Reports	<ul style="list-style-type: none"> <li>a) Writing Crystal Reports</li> <li>b) Exporting in Different Formats</li> <li>c) Importing Reports on Symposium</li> </ul>	

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 1 6127011 or email:sales@ccsols.ie