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IBM Watson Customer Experience Analytics Digital Analysis Information

Length:

2.0 Hours

___Ref:

9C64G-X[□]

Delivery method:

ClassroomInstructor Led
Online

Price:

AUD

Overview

This course will provide an in-depth review of the digital analysis capabilities available within the IBM Watson Customer Experience Analytics application. The session will include a navigation walkthrough of the environment, the standard report suite and custom reporting capabilities.

Public

End Users, Sales, Technical Sales, IBM Business Partners, IBM Services, IBM Global Business Services

Prerequisites

There are no prerequisites for this course.

Objective

At the end of this course, you will be able to:

- Apply Tag types and uses to organizational objectives
- Navigate in the digital analysis capability user interface
 - Locate and customize Standard Reports
 - Build and apply Segments and Filters
 - User Comparison and date range options
 - Create new Workspaces
 - Share reports and Workspaces
- Create Custom Reports
 - Identify and configure appropriate report type
 - Save and run a custom report
 - Access and share completed reports
- Describe the type and processes of the flow of data from the digital analysis capability to Customer Experience Analytics

Topics

Topics discussed during this course include:

- Introduction
- Data Collection and Tagging
- IBM Digital Analysis User Interface Demonstration
- Standard Report Suite
- Creating a Custom Report
- Data Flow