

ICMI Online Training Pass Training Dashboard User Guide



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Invitation to the Training Dashboard

Online Training Pass program administrators should receive an email invitation for the ICMI Training Dashboard. The dashboard is where reports are run and it is entirely separate from the platform with the courses that users access.

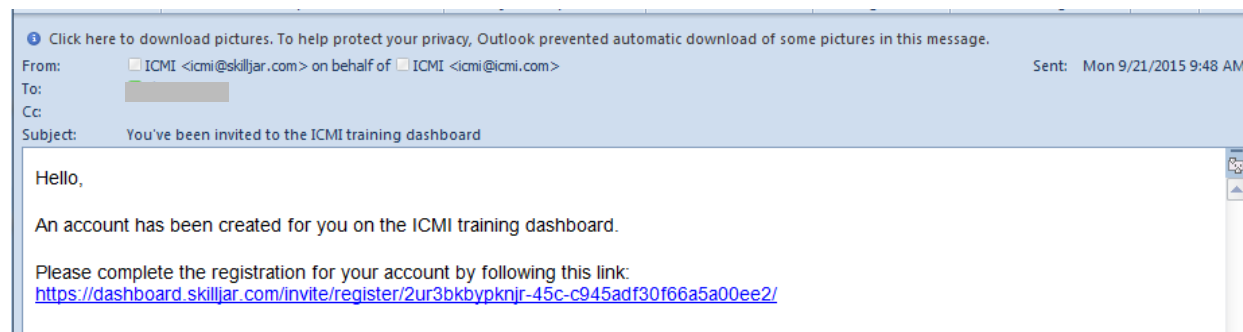


Figure 1: Email Invitation for ICMI's Online Training Pass Training Dashboard

Click on the provided link to be taken to the website to complete your registration for the dashboard. Be sure to use a password that you will remember for future use.

The screenshot shows the "Complete your dashboard registration" page on the Skilljar dashboard. The page has a dark blue header with the "skilljar DASHBOARD" logo. The main content area is white and contains a registration form with the following fields: "Organization:" (with "ICMI" entered), "E-mail address:" (with "elaine.carr@ubm.com" entered), "First name:" (with "First name" entered), "Last name:" (with "Last name" entered), and "New password:" (with "New password" entered). To the right of the form is an illustration of a laptop, a tablet, and a smartphone, each displaying the Skilljar dashboard interface. Below the form is a blue "Register" button. At the bottom of the form, there is a small text link: "By registering, you agree to our [Terms of Service](#) and [Privacy Policy](#)."

Figure 2: Website for completing the dashboard registration

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When complete, you will be on the home page for the dashboard, with an Analytics icon showing. Analytics is the Reporting function of the dashboard.



Figure 3: Dashboard home page

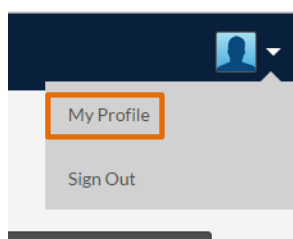
Completing Your Profile (optional)

You do not have to complete anything else but if you would like to complete a profile on the dashboard, you may. To do this, click on the down arrow next to the head icon in top dark blue bar, in the upper right corner of the screen.



Figure 4: To complete a profile, click on the head icon

And then click on My Profile.



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The header of the Skilljar dashboard, showing the "skilljar" logo and the word "DASHBOARD" in white text on a dark blue background.

Your Profile

A blue silhouette placeholder for a user's profile picture.

Upload new file

For best results, use a square image.

Name

Email

Password

Sample Group Carr

Done

Figure 5: Your Profile page

On this screen, you can change your name, email address, password, and your avatar by inserting a picture. Clicking on the pencil next to the field you want to change will allow you to edit it, or click on Upload new file to personalize your avatar.

The header of the Skilljar dashboard, showing the "skilljar" logo, the word "DASHBOARD", and a small circular user avatar in the top right corner.

Your Profile

A photograph of a woman with dark hair, smiling, wearing a white shirt with a red patterned collar.

Upload new file

For best results, use a square image.

Name

Email

Password

Sample Group

Done

Figure 6: Profile with Changes Made--notice that new avatar appears in upper right corner now

Click Done to return to the Dashboard Home screen.

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Logging into the Dashboard After Registering

In the future, after registering the first time, to get to the Training Dashboard, use the URL <https://dashboard.skilljar.com> and use your email address and password to log in.

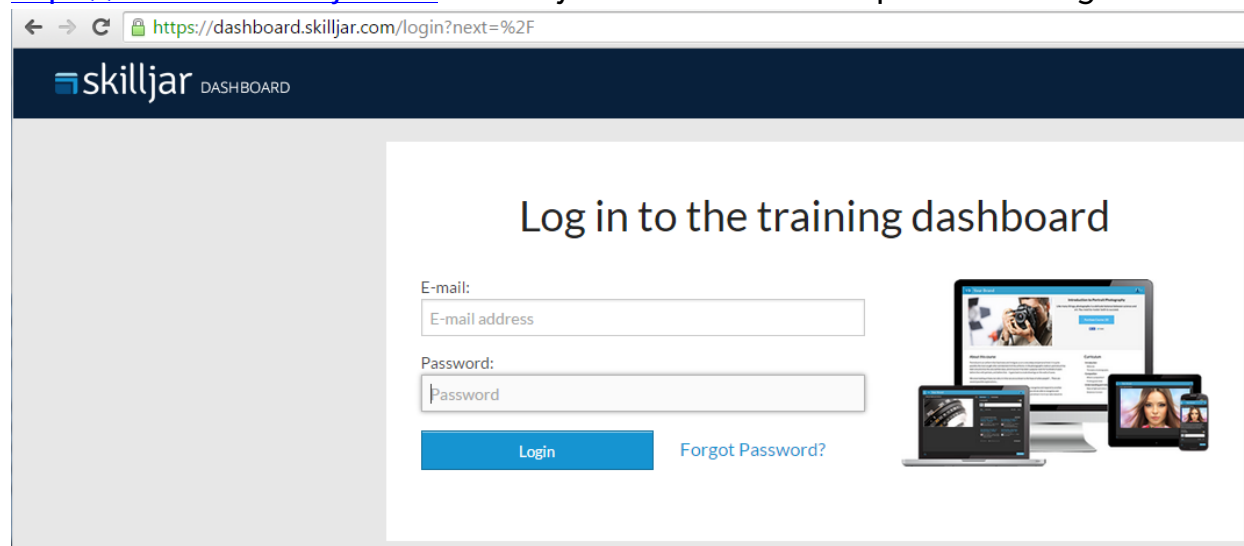


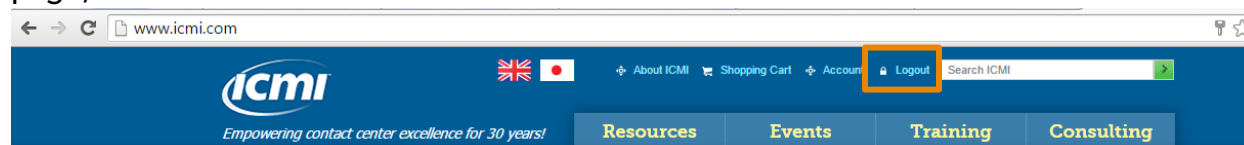
Figure 7: Login screen for ICMI's Online Training Pass Dashboard

Running Reports

Historical Data

Please note: Data for activity prior to October 1, 2015 will be incomplete. Session times will all show up as 0 and only the quiz score for the last module completed in a course will be available. For more detailed historical data for activity prior to Oct-1-2015, you can find a link on the Online Training Pass login page (onlinetraining.icmi.com) to access that data.

If you go to onlinetraining.icmi.com and do not get the login page, then you are already logged into www.icmi.com. To log out, go to <http://www.icmi.com> and click on Logout at the top of the page, as marked in the screenshot here.



Then you can return to the Online Training Pass website and get the login page.

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Current Data

To access Reports on activity completed in the new platform on and after October 1, 2015, click on the Analytics icon.

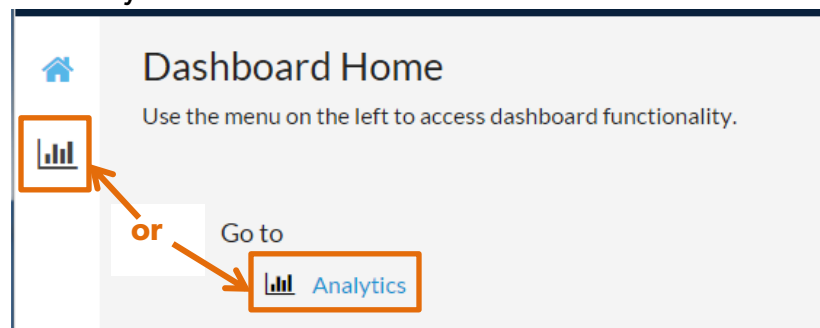


Figure 8: Clicking on either Analytics icons will take you to Reporting

Analytics Summary

On the Summary screen, you can see the number of course registrations, active students, and the total session time for your users for any time period you designate.

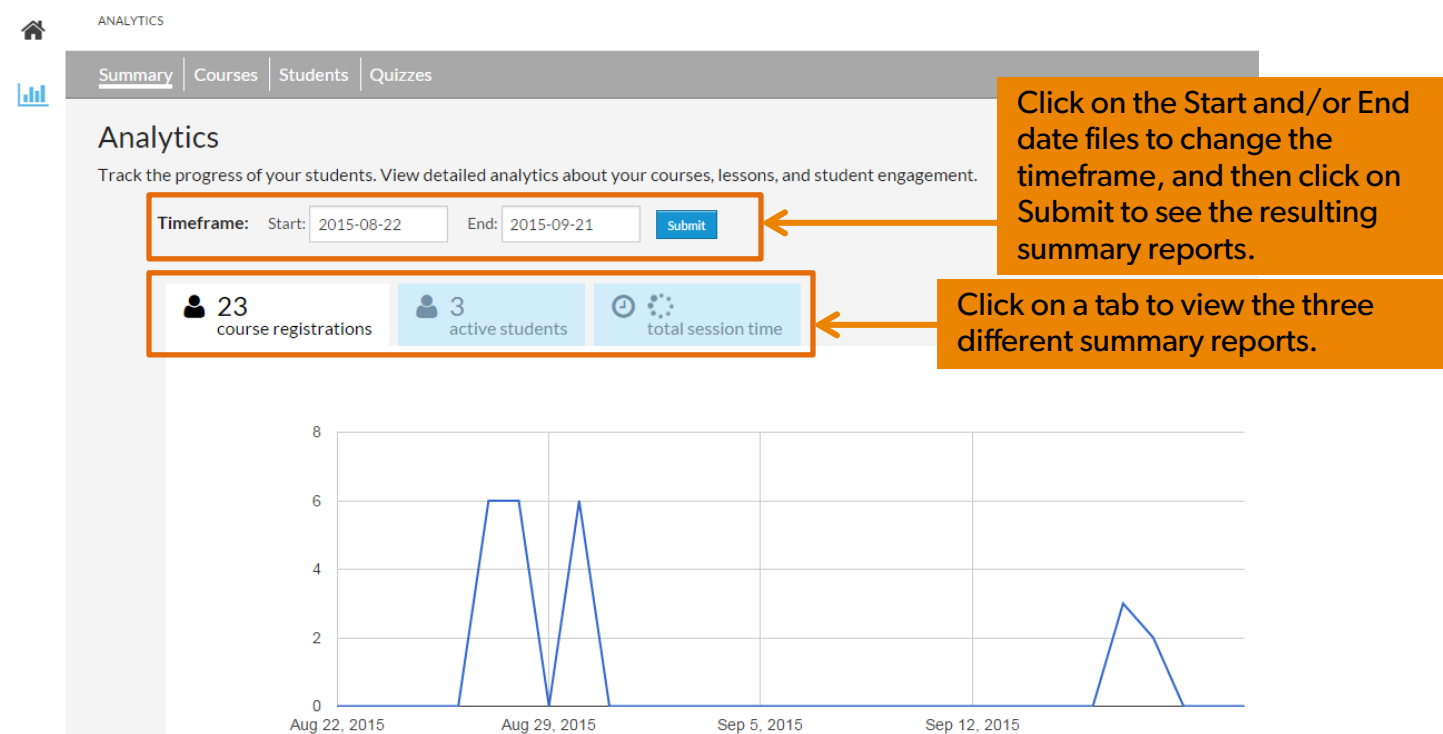


Figure 9: Summary page of the Analytics screen

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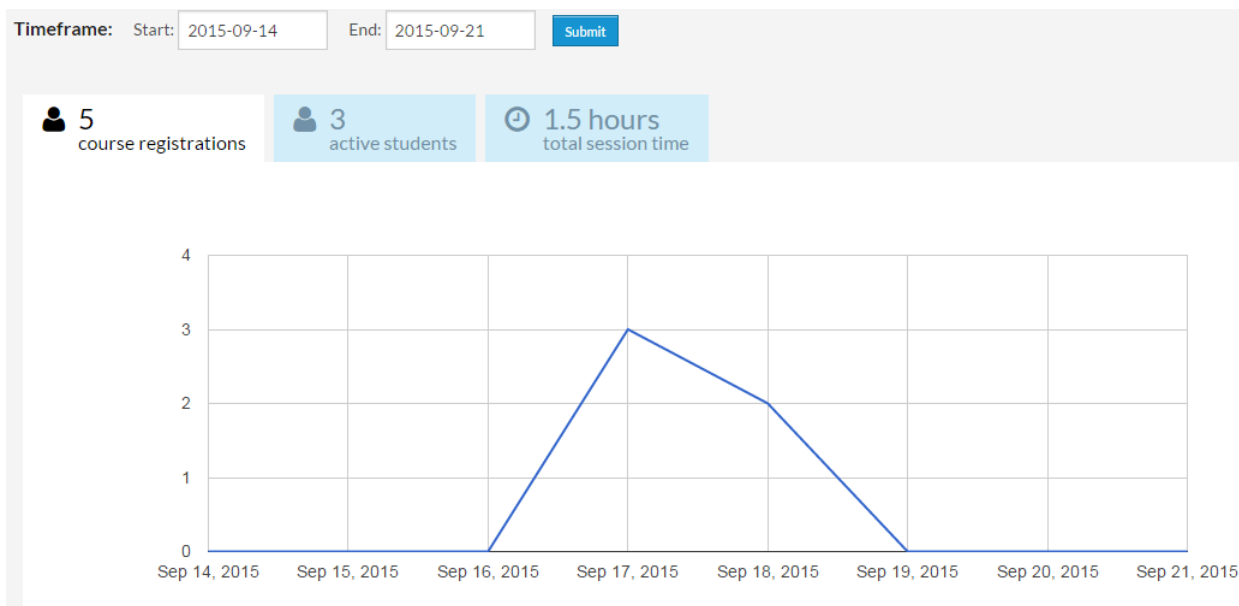


Figure 10: Sample Summary of course registrations for the past week

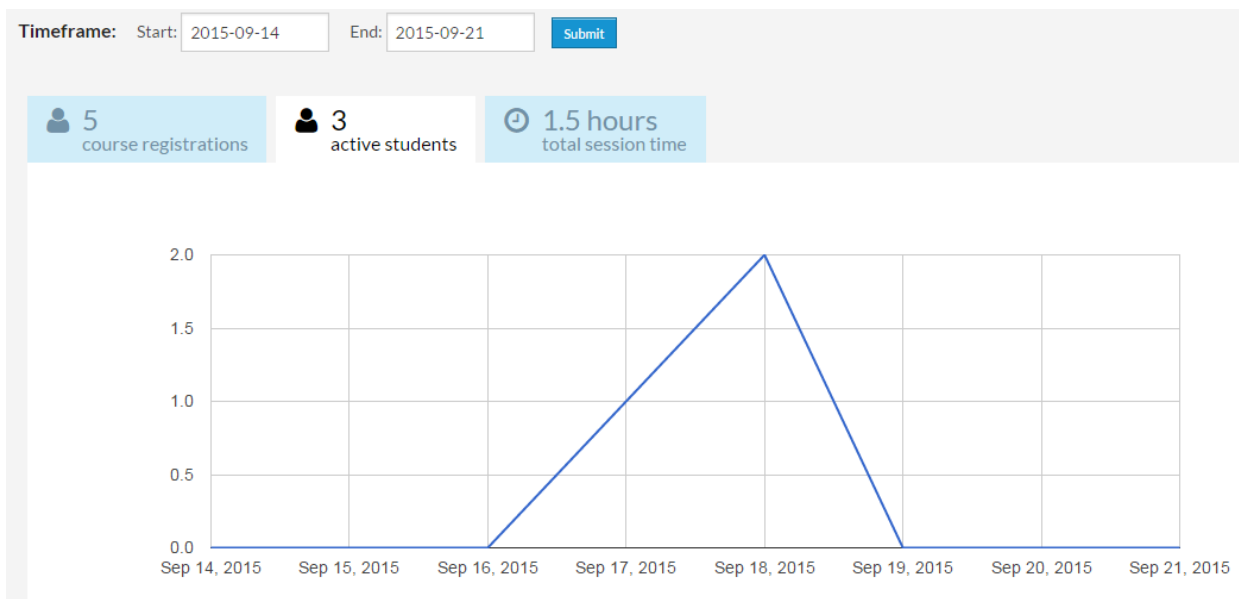


Figure 11: Sample Summary of active students

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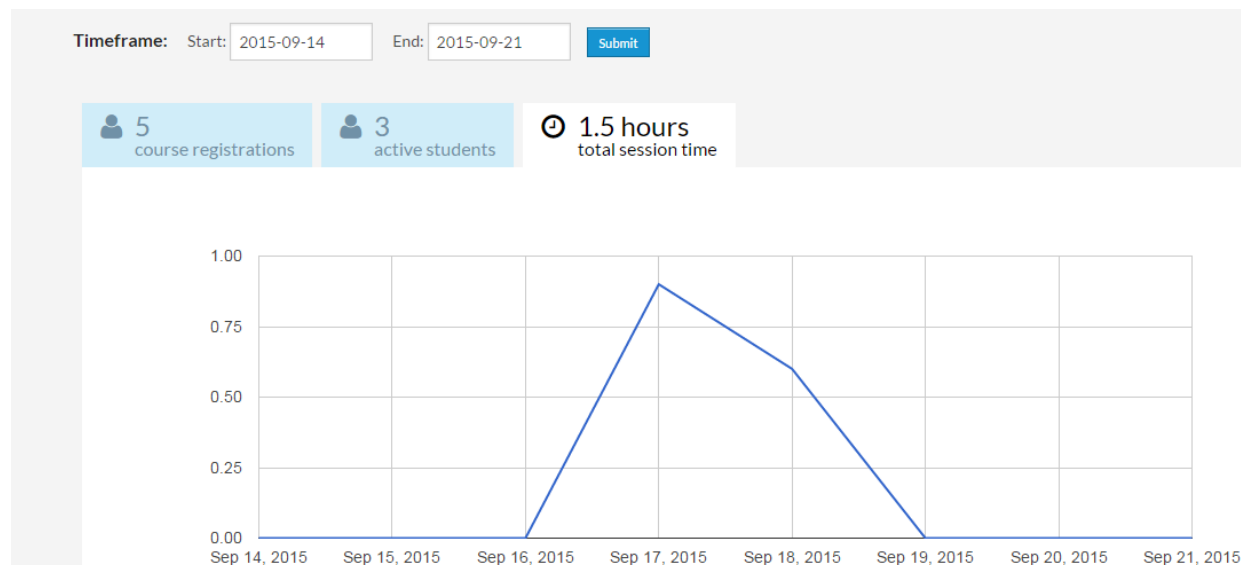


Figure 12: Sample Summary of Total Session Time for past week

Courses Reports

Clicking on Courses in the grey bar will take you to the Courses reports.

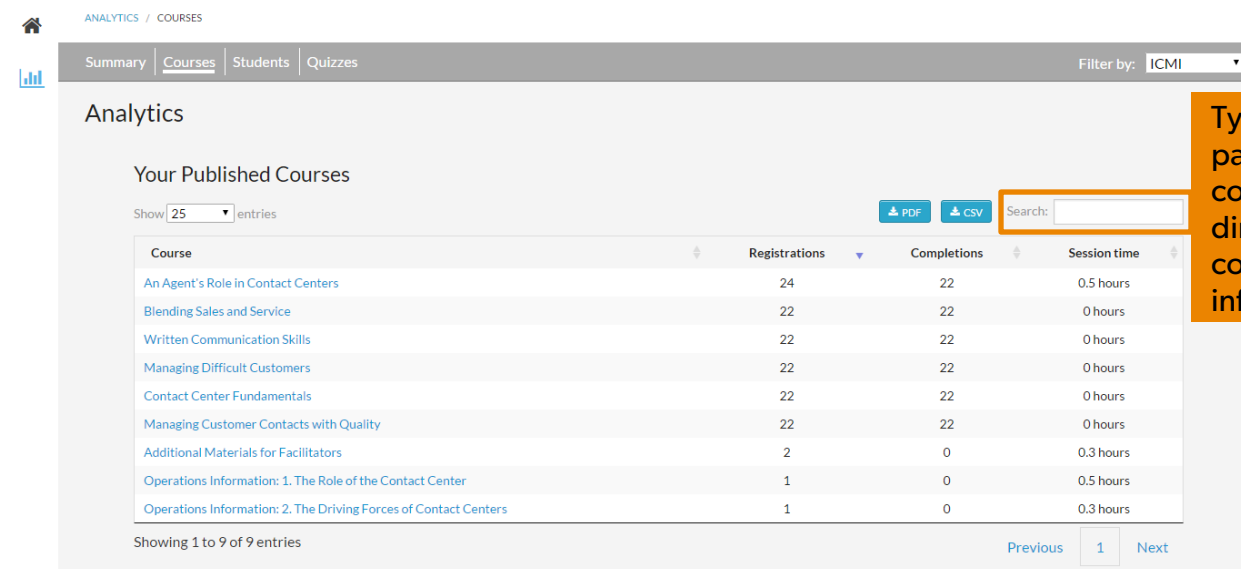


Figure 13: Sample Courses report

The courses that appear as *Your Published Courses* are the courses that people in your group have accessed. Clicking on any course title will help you see more details about who has completed that course.

The Search box may be used to input the name of a particular course and pull up just that course.

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ANALYTICS / COURSES / AN AGENT'S ROLE IN CONTACT CENTERS

Summary | **Courses** | Students | Quizzes

Filter by: ICMI

An Agent's Role in Contact Centers

Students | Lessons

Show 25 entries

PDF CSV Search:

Student name	Email	% complete	Total session time	Registered	Recent activity
Doris Carr		0	0:00:00	2015-Sep-17	2015-Sep-17
Laura Grimes		0	0:00:00	2015-Aug-30	2015-Aug-30
John Faggiano		0	0:00:00	2015-Aug-28	2015-Aug-28
Mark Timbrook		0	0:00:00	2015-Aug-27	2015-Aug-27
Tara Gibb		0	0:00:00	2015-Aug-13	2015-Aug-13
Steve Garrett		0	0:00:00	2015-Aug-11	2015-Aug-11
Robert Weimer		0	0:00:00	2015-Jul-16	2015-Jul-16
Nathan Chambers		0	0:00:00	2015-Jul-10	2015-Sep-18
Tom Bombadill		20	0:00:00	2015-Jun-04	2015-Jun-04

Figure 14: Partial detail on one course's Student tab

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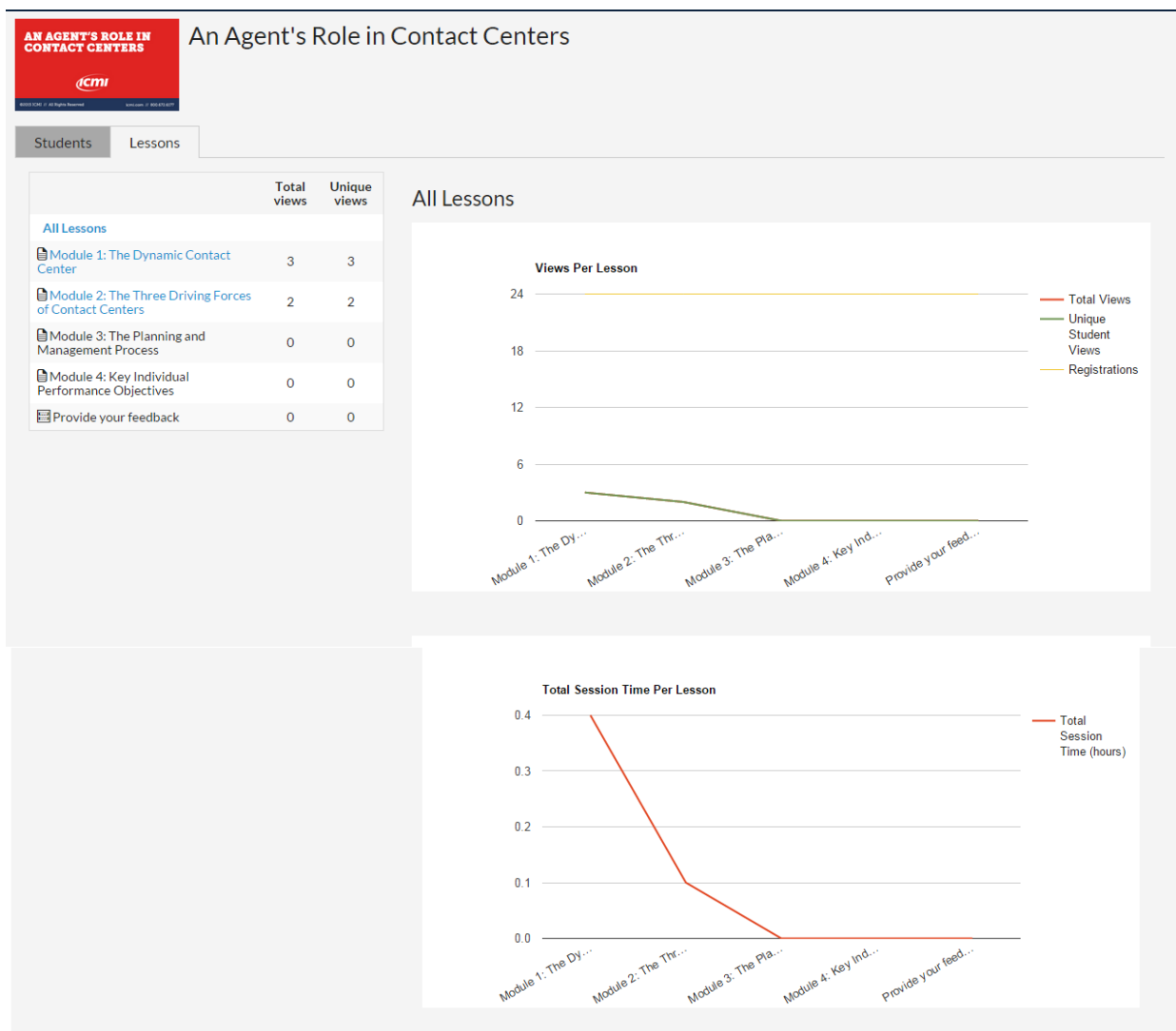


Figure 15: Detail on one course's Lessons tab

Clicking on any student name (on the Students' tab) or on a Lesson name (on the Lessons' tab) will also allow you to drill down further.

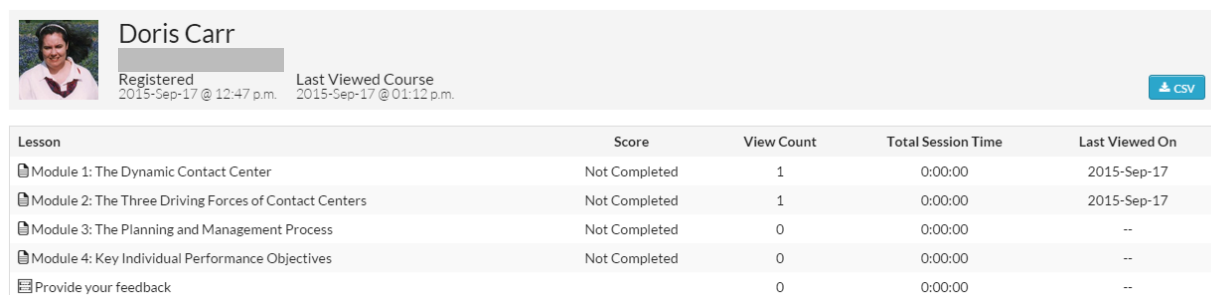


Figure 16: Student detail from the Courses report

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Summary | **Courses** | Students | Quizzes Filter by: ICMI

An Agent's Role in Contact Centers

Students | **Lessons**

All Lessons	Total views	Unique views
Module 1: The Dynamic Contact Center	3	3
Module 2: The Three Driving Forces of Contact Centers	2	2
Module 3: The Planning and Management Process	0	0
Module 4: Key Individual Performance Objectives	0	0
Provide your feedback	0	0

Module 1: The Dynamic Contact Center

Show 25 entries

Search:

Student	Status	Score
Doris Carr	NOT COMPLETED	N/A
Nathan Chambers	NOT COMPLETED	N/A
Tom Bombadill	PASSED	80%

Showing 1 to 3 of 3 entries

Previous **1** Next

Use the Search box and type in a particular student's name to find them on a longer list.

Figure 17: Detail when the first lesson is clicked

Tom Bombadill

Registered: 2015-Jun-04 @ 05:11 p.m. | Last Viewed Course: 2015-Mar-09 @ 10:25 a.m.

[CSV](#)

Lesson	Score	View Count	Total Session Time	Last Viewed On
Module 1: The Dynamic Contact Center	80%	1	0:03:24	2015-Mar-09
Module 2: The Three Driving Forces of Contact Centers	Not Completed	1	0:00:15	2015-Mar-09
Module 3: The Planning and Management Process	Not Completed	0	0:00:00	--
Module 4: Key Individual Performance Objectives	Not Completed	0	0:00:00	--
Provide your feedback		0	0:00:00	--

Figure 18: The same student detail will appear if the student's name is clicked on the Lessons detail report

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Students Reports

Clicking on Students in the grey bar will take you to the Student reports.

Student name	Email	Registrations	Completions	Signed up	Latest activity
Rose Polchin		8	6	2014-Oct-25	2015-Sep-18
Nathan Chambers		6	6	2015-Jul-10	2015-Sep-18
Doris Carr		3	0	2015-Sep-17	2015-Sep-17
Laura Grimes		6	6	2015-Aug-30	2015-Aug-30
John Faggiano		6	6	2015-Aug-28	2015-Aug-28
Mark Timbrook		6	6	2015-Aug-27	2015-Aug-27
Tara Gibb		6	6	2015-Aug-13	2015-Aug-13
Steve Garrett		6	6	2015-Aug-11	2015-Aug-11
Robert Weimer		6	6	2015-Jul-16	2015-Jul-16
Elaine Carr		6	6	2014-Oct-24	2015-Jul-02
Tom Bombadill		7	6	2015-Mar-09	2015-Jun-04
Justin Robbino		6	6	2015-Mar-11	2015-Mar-11

Figure 19: Sample Students report

Clicking on a particular student's name will give you a report of that student's activity.


Course	% complete	Session time	Certificate	Enrolled	Completed	Recent activity
Additional Materials for Facilitators	20	0:00:00		2015-Sep-17		2015-Sep-17
An Agent's Role in Contact Centers	0	0:00:00		2015-Sep-17		2015-Sep-17
Operations Information: 2. The Driving Forces of Contact Centers	0	0:00:00		2015-Sep-17		2015-Sep-17

Figure 20: Student detail from the Students main page

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Clicking on a course will give you a report on that student's activity within that course.



Doris Carr
Registered
2015-Sep-17 @ 01:51 p.m. Last Viewed Course
2015-Sep-17 @ 01:51 p.m.
[CSV](#)

Lesson	View Count	Total Session Time	Last Viewed On
An Agent's Role in the Contact Center	1	0:10:49	2015-Sep-17
Blending Sales and Service	0	0:00:00	--
Managing Customer Contacts with Quality	0	0:00:00	--
Managing Difficult Customers	0	0:00:00	--
Written Communication Skills	0	0:00:00	--

Figure 21: This student accessed the Facilitator's Guide for *An Agent's Role in the Contact Center*. If she is not a facilitator, you might want to find out why she accessed it.

Quizzes Reports

Clicking on Quizzes in the grey bar takes you to the Quizzes reports.

Summary | Courses | Students | **Quizzes** Filter by: ICMI

Analytics

SCORM Items

SCORM Item	Web Package	Average Score	Finished Count	Success Count	Avg Total Time
An Agent's Role In Contact Centers - Module 2	An Agent's Role In Contact Centers - Module 2 (an-agents-role-in-contact-centers-module-2)	--	0	0	0:00:00

Figure 22: Quizzes Report

Clicking on a SCORM Item will provide more detail.

An Agent's Role In Contact Centers - Module 2
Details about this SCORM content

Interactions | **Students** [CSV](#)

Student name	Email	Status	Total Time	Score
Tom Bombadill		Incomplete	0:00:14	--

Figure 23: SCORM detail, Students tab

Currently, there is no data for Interactions for the SCORM module, but they would appear under the Interactions tab if any existed.

Summary | Courses | Students | **Quizzes** Filter by: ICMI

An Agent's Role In Contact Centers - Module 2
Details about this SCORM content

Interactions | **Students** [CSV](#)

Aggregate Student Interactions

This SCORM module has not recorded cmi.student_interaction data

Figure 24: SCORM detail, Interactions tab

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Printing Reports

Any report that has a PDF (Portable Document Format) or CSV (Comma Separated Values) icon on it can be downloaded and printed or emailed or simply stored.



Clicking on PDF will download the data as a .pdf file.

Course	Registrations	Completions	Session time
An Agent's Role in Contact Centers	24	22	0.5 hours
Blending Sales and Service	22	22	0 hours
Written Communication Skills	22	22	0 hours
Managing Difficult Customers	22	22	0 hours
Contact Center Fundamentals	22	22	0 hours
Managing Customer Contacts with Quality	22	22	0 hours
Additional Materials for Facilitators	2	0	0.3 hours
Operations Information: 1. The Role of the Contact Center	1	0	0.5 hours
Operations Information: 2. The Driving Forces of Contact Centers	1	0	0.3 hours

Figure 25: The Courses Report, downloaded as a .pdf file

	A1				
	A	B	C	D	E
1	Course	Registrati	Completi	Session time	
2	An Agent's	24	22	0.5 hours	
3	Blending S	22	22	0 hours	
4	Written C	22	22	0 hours	
5	Managing	22	22	0 hours	
6	Contact C	22	22	0 hours	
7	Managing	22	22	0 hours	
8	Additional	2	0	0.3 hours	
9	Operation	1	0	0.5 hours	
10	Operation	1	0	0.3 hours	
11					

Figure 26: The Courses Report, downloaded as a .csv file and opened in Excel. Some columns need to be expanded to view all of the data.

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Sign Out of the Dashboard

To sign out, click on the down arrow next to your avatar in the upper right corner (in the dark blue header bar), and choose sign out. This step is particularly important if anyone else might use your computer.

