



Case Management in CX Studio

1.5 hours, eLearning Virtual Recording

Understand Case Management in Clarabridge, identify the overall process of how to capture and process cases and learn the importance of identifying use cases for configuration. Learn the process of handling cases in the Clarabridge console inbox, focusing on possible actions by a Customer Care Agent to close the loop with the customer. Review Customer Case Manager's out of the box dashboards to analyze SLA performance targets. Learn the configuration steps for setting up Case Management in CX Designer, CX Studio and Case Management Account Settings.

Pre-requisite Courses: Fundamentals of Clarabridge

Who should attend? This course is meant for Customer Care Agents, Managers of Care Agents and Administrators of Case Management in Clarabridge.

Course Agenda at a Glance

Topics Covered	Learners will be able to:
<ul style="list-style-type: none">• Overview of Case Management• Process of Capturing Cases• Potential Use Cases• Configuration of Case Management in CX Designer, CX Studio and Case Management for Administrators• Process of handling Cases by Case Agent• Performance Dashboards for Case Managers	<ul style="list-style-type: none">• Understand how Cases are triggered• Identify use cases for capturing cases• Configure Case Management in CX Designer, CX Studio and Case Management Account Settings if an administrator• View and monitor shared inbox of Cases• Manage, assign, and resolve Cases• Review Performance Dashboards based on User Role

