

Fundamentals of Clarabridge

1 hour, eLearning Recording

Fundamentals of Clarabridge is a high-level introduction to the entire Intelligent Customer Experience process, from choosing listening posts to analyze, through deciding on a categorization strategy and tuning sentiment, to discovering insights and distributing the information to the right people at the right time. Suitable for all audiences, it is the perfect introduction to the Clarabridge Implementation process and is a pre-requisite for more advanced courses.

Who should attend?

All team members for a Clarabridge implementation project.

Course Agenda at a Glance

Topics Covered	Learners will be able to:
The Clarabridge Process	- List the steps that incoming data goes through as it comes into Clarabridge, is processed through the NLP engine, has categorization and sentiment applied, and is displayed as reports