» **How do I read my reports? (User):**

➢ Communication Coach tracks everything you do from log-in to log-out. Your reports will help you track your progress with the program.

➢ Reports is where you go to monitor your progress with Communication Coach.

Note: you only have access to your own reports.

➢ Your coaches can also access your reports so that they can provide you with additional feedback and guidance on how to use Communication Coach optimally.

Session Report

➢ The session report shows you how you spent your time in each session.

1. It gives the date and time you logged, the total number of lessons you interacted with and how many times you were in Practice and Example Mode.

2. The next column is the total time you spent working in Communication Coach.

3. The last column has a graphic that when clicked will show you the percentage breakdown of how you spent your time.

Lesson Report

➢ The Lessons Report shows you all the lessons you've worked on across all sessions:

1. The first column tells you the Category and Lesson
2. Going across you can see how many times you were in Example, how many times you Practiced in full text and key phrase mode and visited the coach screen.
3. Under Full Text and Key Phrases, you see it divided the times in Practice or Toggle.

**Any time you used one or more of the toggle buttons (example, listen to your recording, and re-record) it will show as Toggle. If you simply recorded and never listened or re-recorded, it shows as Practice only. Remember these numbers are cumulative so they will grow each time you go back to a lesson.

There are two types of Quiz Reports:

Quiz Report

➢ Gives your score for the entire quiz.

You'll see how many questions you answered correctly, incorrectly and your score. Next is your history – your minimum and maximum scores for all your attempts. Then how many times you attempted the quiz. And lastly the last date and time you took that quiz.

Quiz Details Report

➢ Gives you information about each question in each quiz.

You can see the number of attempts, what your answer was, was it correct or incorrect and the correct answer. The last column shows the late date and time you answered that question

SESSION	LESSONS	QUIZ	QUIZ DETAILS		
Lesson	**Attempts**	**Answer**	**Result**	**Correct Answer**	**Last Date and Time**
Value vs. Price Quiz					Jul 09 2018 10:34 PM
Select correct response from below: Value vs. Price may be defined as: ____	1	b	Correct	b	Jul 09 2018 10:33 PM
Issuing Loyalty credit builds customer loyalty.	1	true	Incorrect	false	Jul 09 2018 10:33 PM
When a customer's attention is momentarily on Price, we lead the conversation by asking questions that:	1	c	Correct	c	Jul 09 2018 10:34 PM
When a customer is considering switching to the competition, our goal is to emphasize and position Verizon Value that:	1	d	Correct	d	Jul 09 2018 10:34 PM