

» **How do I read reports for users? (Coaches & Super Coaches)**

Session Report

The Session Report gives you an overview of how the user spent his/her time for each session. The columns from left to right are:

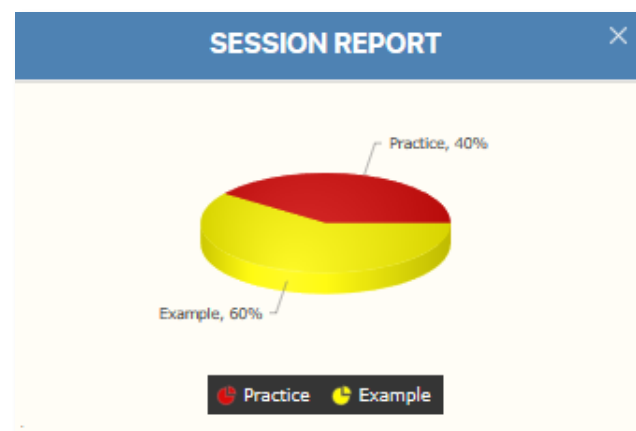
- **Date and Time** – when the user logged in
- **Number of Lessons** – the total number of lessons the user interacted with
- **Practice** – how many times they did a lesson in Practice mode
- **Example** – how many times they did a lesson in Example mode
- **Total Time** – the total amount of time spent in Communication Coach
- **Mode %** - the percentage breakdown of time between Practice and Example

As a coach and Super Coach, **Reports** gives you the information you need to effectively coach and guide your people to using **CC** optimally. You can see all their activity and provide feedback to appropriately adjust their usage patterns

SESSION	LESSONS	COACH ACTIVITY	QUIZ	QUIZ DETAILS	
Session Date and Time	Number of Lessons	Practice	Example	Total Time	Mode %
Coach: Beth Fahey					
User: Brooke Harris					
May 15 2018 07:43 PM	1	4	0	00:00:26	
May 10 2018 05:22 PM	2	2	0	00:00:14	
May 09 2018 08:46 PM	2	0	0	00:00:02	
May 09 2018 08:46 PM	1	0	0	00:00:00	
May 07 2018 08:14 PM	3	2	3	00:02:39	
May 07 2018 07:58 PM	5	10	0	00:04:31	
May 07 2018 06:26 PM	2	0	0	00:00:17	
Session Report Totals:	100	59	26	01:12:52	

What you are looking for

- **Total Time of 10 – 20 minutes for each session**
- **Mode %** - 70% or more of the user's time in Practice (based on best practices a user who spends 70% or more of their time in Practice will show the greatest impact on performance improvement.)



Lesson Report

The data below shows the specific lessons the user interacted with in that category. The columns from left to right are:

Title – the title of the category and lessons (note – only lessons the user has interacted with show up here.)

Exam (Example) – the total of times the user listened to the Example

Full Text Pra (Practice) – the total of times the user used Practice mode for that lesson in Full Text

Full Text Tog (Toggle) – the total of times the user used the toggle buttons in Full Text (Example, Listen to my Recording, Record) (Note – this pertains to the entire lesson, not each screen that they might have used the toggle buttons.)

- **Key Phrase Pra (Practice)** – the total of times the user used Practice mode for that lesson in Key Phrases
- **Key Phrase Tog (Toggle)** – the total of times the user used the toggle buttons for that lesson in Key Phrases
- **Coaching Screen** – the total of times the user accessed the Coach screen for that lesson
- **Mode % (pie chart)** – the percentage of time spent in Example, Practice and Toggle

SESSION	LESSONS		COACH ACTIVITY		QUIZ		QUIZ DETAILS	
Name of Lesson	Exam	Full Text Pra	Tog	Key Phrase Pra	Tog	Coaching Screen	Last Date and Time	Mode %
Coach: Beth Fahey								
User: Brooke Harris								
Information Gathering	4	11	1	0	1	4	May 15 2018 07:44 PM	
Tour Requested is Sold Out	3	5	0	0	0	4	May 07 2018 08:18 PM	
Client NOT interested in Specific Tour	1	6	1	0	1	0	May 15 2018 07:44 PM	
Tutorials	0	0	0	0	0	0	May 07 2018 08:10 PM	
Vocal Qualities	0	0	0	0	0	0	May 07 2018 08:10 PM	
Building Customer Loyalty	0	0	0	0	0	0	May 07 2018 02:45 PM	
Accent Modification	0	0	0	0	0	0	May 07 2018 02:28 PM	

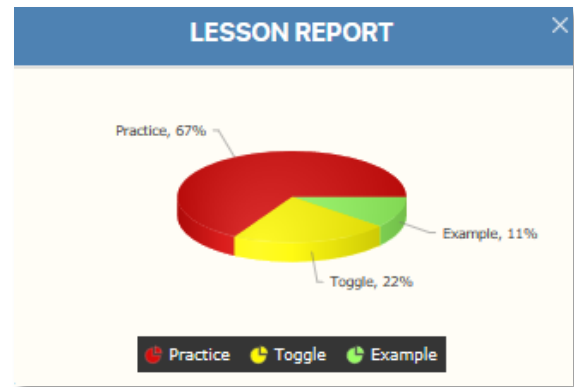
Lesson Report shows each lesson the user has interacted with and how he/she spent their time with that lesson. This report is cumulative over the entire time the user uses **CC**, not limited to a single session.

The data is subdivided into **Categories**. The black bar shows the category name, the total types of interactions in that category and the last date and time the user interacted with a lesson in that category.

What you are looking for

The icons in front of the lesson title tell you the status of the lesson

- **Yellow microphone** – new recording ready for review
- **Green microphone** – you've reviewed it and scored it as good or better
- **Red microphone** – you've reviewed and indicated they should do this one again
- **Full Text / Key Phrases** – is the user moving to Key Phrases appropriately?
- **Practice / Toggle** – is the user spending 70% or more of their time in Toggle while doing their practice?
- **Coach screen** – has the user visited the Coach screen at least once?



Coach Activity

Shows what lessons you have reviewed for each user. The columns from left to right are:

- **Category / Lesson title** – the name of the lesson reviewed
- **Review** – the number of times you have reviewed this lesson
- **Date and Time** – the date and time of the last time you reviewed this lesson

SESSION	LESSONS	COACH ACTIVITY	QUIZ	QUIZ DETAILS
Category / Lessons			Review	Last Date and Time
User: Brooke Harris				
Information Gathering			1	May 07 2018 02:49 PM
Tour Requested is Sold Out			1	May 07 2018 02:49 PM
Value vs. Price			2	May 07 2018 02:49 PM
Competition - Renewal			1	May 07 2018 02:48 PM
Value vs. Price Quiz			1	May 07 2018 02:49 PM
Report Totals:			3	May 07 2018 02:49 PM