

nexidia analytics user guide

Nexidia Analytics User Guide: Unlocking the Power of Conversation Intelligence

nexidia analytics user guide is designed to help users harness the full potential of Nexidia's advanced speech analytics platform. Whether you're a contact center manager, quality assurance specialist, or data analyst, understanding how to navigate and utilize Nexidia Analytics can transform raw voice and text data into actionable insights. This guide walks you through the core features, best practices, and practical tips to maximize the value of your speech and interaction analytics.

Getting Started with Nexidia Analytics User Guide

Nexidia Analytics is a robust tool that leverages AI-driven speech recognition and natural language processing to analyze customer interactions across multiple channels. The user guide begins by helping you set up your environment, import your audio or text data, and configure initial search parameters.

System Requirements and Setup

Before diving into analytics, ensure your system meets the necessary requirements. Nexidia Analytics runs seamlessly on modern browsers and supports integration with various CRM and contact center platforms. The user guide advises:

- Installing the latest browser versions (Chrome, Firefox, Edge)
- Configuring secure access and user permissions
- Connecting to data sources such as call recordings, chat logs, and email transcripts

Uploading and Indexing Data

One of the first steps is uploading your audio files for analysis. The platform supports batch uploads and real-time data streaming. Nexidia's

indexing process converts spoken words into searchable text, making it easier to pinpoint keywords, phrases, and sentiments. The user guide explains how to:

- Prepare audio files with the correct format and quality standards
- Use automated transcription features for faster indexing
- Set up custom vocabularies and dictionaries to improve recognition accuracy

Exploring Core Features in the Nexidia Analytics User Guide

Understanding the powerful capabilities of Nexidia Analytics is key to extracting meaningful insights. The user guide highlights several core features designed to improve operational efficiency and customer experience.

Search and Query Functions

Nexidia's search engine enables users to perform granular searches within vast collections of audio and text data. The user guide demonstrates how to:

- Create complex queries using Boolean operators
- Search for specific keywords, phrases, or speaker attributes
- Filter results by date, call type, or agent ID to narrow down findings

This functionality is invaluable when you need to identify trends, compliance issues, or customer pain points quickly.

Phrase Spotting and Sentiment Analysis

One standout feature in the Nexidia Analytics user guide is phrase spotting, which detects specific words or phrases spoken during interactions. Coupled with sentiment analysis, this allows teams to gauge customer emotions and agent performance effectively. The guide offers tips on:

- Setting up alerts for critical phrases like “cancel my subscription” or “speak to a manager”
- Analyzing sentiment scores to track positive, neutral, or negative interactions
- Using sentiment trends to coach agents and improve customer satisfaction

Dashboard Customization and Reporting

The user guide emphasizes the importance of personalized dashboards for quick access to key metrics. Nexidia Analytics allows you to customize visualizations, charts, and reports tailored to your business needs. You can:

- Create real-time dashboards displaying KPIs such as call volume, average handle time, and sentiment trends
- Schedule automated reports for stakeholders
- Export data for further analysis in external BI tools

Advanced Techniques and Best Practices

Going beyond the basics, the Nexidia Analytics user guide provides insights into leveraging advanced features and optimizing your analytics strategy.

Creating Custom Taxonomies and Categories

To better organize and interpret data, the guide shows how to build custom taxonomies. This means defining categories specific to your industry or business model, such as “billing issues” or “technical support.” This classification helps in:

- Segmenting interactions for targeted analysis
- Automating tagging processes to save time
- Identifying recurring themes and systemic problems

Integrating Nexidia Analytics with Other Systems

The guide also discusses integration options, including APIs and connectors that allow Nexidia Analytics to work seamlessly with CRM platforms, workforce management tools, and other business intelligence systems. This integration facilitates:

- Unified data views combining interaction analytics with customer profiles
- Automated workflows triggered by analytics insights
- Enhanced decision-making through comprehensive data aggregation

Optimizing Speech Recognition Accuracy

For the most reliable analytics, the user guide recommends ongoing tuning of speech recognition models. Key tips include:

- Regularly updating phonetic dictionaries to reflect new jargon or product names
- Training models on industry-specific language and accents
- Monitoring transcription quality and adjusting parameters accordingly

Troubleshooting and Support

No software implementation is without challenges, and the Nexidia Analytics user guide covers common issues users may encounter. It provides troubleshooting steps for:

- Data upload errors and file compatibility problems
- Search query syntax mistakes
- Dashboard loading or visualization glitches

Additionally, the guide points to resources like community forums, customer support contacts, and training materials to help users get back on track quickly.

Tips for Maximizing Your Nexidia Analytics Experience

To make the most out of Nexidia Analytics, the user guide recommends a few practical tips:

- Schedule regular training sessions for your team to stay updated on new features
- Leverage automated alerts to proactively address customer issues
- Continuously review and refine search queries to enhance data relevancy
- Use sentiment and phrase spotting insights to inform coaching and process improvements

By following these guidelines, organizations can turn conversation analytics into a strategic advantage.

Mastering the Nexidia Analytics user guide opens up a world of possibilities for organizations seeking to deepen their understanding of customer interactions. With its intuitive interface, powerful search capabilities, and advanced analytics tools, Nexidia empowers teams to make data-driven decisions that improve customer satisfaction and operational efficiency. Whether you're just beginning or looking to optimize your use of the platform, this guide is an essential resource to navigate the rich features of Nexidia Analytics confidently.

Frequently Asked Questions

What is Nexidia Analytics User Guide?

The Nexidia Analytics User Guide is a comprehensive manual that provides instructions, best practices, and detailed information on how to effectively use Nexidia Analytics software for speech and text analytics.

How can I access the Nexidia Analytics User Guide?

The Nexidia Analytics User Guide can typically be accessed through the official NICE Nexidia support portal, within the software documentation section, or provided as a PDF by your organization's administrator.

What are the key features covered in the Nexidia Analytics User Guide?

Key features covered include data indexing, search query formulation, phonetic search capabilities, reporting tools, dashboard customization, and integration with other NICE analytics products.

Does the Nexidia Analytics User Guide include troubleshooting tips?

Yes, the user guide contains troubleshooting sections that help users resolve common issues such as indexing errors, search discrepancies, and performance optimization.

Is there a section in the Nexidia Analytics User Guide for beginners?

Yes, the guide usually includes a getting started section aimed at new users to help them understand the basics of the interface, how to set up projects, and perform initial searches.

How often is the Nexidia Analytics User Guide updated?

The user guide is updated periodically to reflect new software versions, feature enhancements, and user feedback, typically aligned with major software releases by NICE.

Can I find best practices for data analysis in the Nexidia Analytics User Guide?

Yes, the guide provides best practices and recommendations for optimizing analytics workflows, improving search accuracy, and effectively interpreting the results to gain actionable insights.

Additional Resources

Nexidia Analytics User Guide: A Comprehensive Review and Operational Insight

nexidia analytics user guide serves as an essential resource for

professionals seeking to harness the power of Nexidia's advanced speech analytics platform. As organizations increasingly turn to data-driven decision-making, Nexidia Analytics provides sophisticated tools to analyze customer interactions, enabling improved service quality, compliance monitoring, and operational efficiency. This guide delves into the core functionalities, user interface, and practical applications of Nexidia Analytics, offering a detailed examination aimed at both new and experienced users.

Understanding Nexidia Analytics: Core Features and Capabilities

At its core, Nexidia Analytics is designed to extract actionable insights from vast volumes of voice and text data. The platform uses patented phonetic indexing and search technology, enabling users to perform precise and rapid searches across recorded interactions. This capability distinguishes Nexidia from traditional speech analytics tools that often rely on word-based recognition systems, which may struggle with accents, speech variations, or noisy environments.

One of the primary strengths highlighted in the nexidia analytics user guide is the system's flexibility in handling multiple data sources. Whether it's call center recordings, video content, or chat transcripts, Nexidia integrates these inputs to provide a unified analytics environment. This aggregation enables organizations to develop a holistic understanding of customer sentiment and agent performance.

Phonetic Search and Query Building

A key component of Nexidia's appeal lies in its phonetic search engine. Unlike keyword-based searches that depend on exact word matches, phonetic search interprets the sounds within speech to identify relevant content. This approach significantly reduces false negatives—cases where relevant phrases are missed due to speech variability.

The user guide emphasizes the intuitive query-building interface, which allows analysts to construct complex search expressions without needing programming expertise. Users can combine phonetic patterns, metadata filters, and contextual parameters to pinpoint specific interaction segments quickly. For example, compliance officers can isolate conversations mentioning sensitive terms or regulatory language, streamlining audit processes.

Dashboard and Reporting Tools

Effective analytics platforms must translate raw data into comprehensible insights. Nexidia Analytics achieves this through customizable dashboards and reporting modules. The user guide outlines how users can design visualizations that align with organizational KPIs, such as average handle time, customer satisfaction scores, or first-call resolution rates.

Reports can be generated ad hoc or scheduled for automated distribution, facilitating timely decision-making across departments. The system also supports drill-down capabilities, enabling managers to explore underlying data points behind summarized metrics. This layered approach aids in identifying root causes of operational issues, such as frequent call escalations or recurring product complaints.

Navigating the Nexidia Analytics User Interface

For new users, the Nexidia Analytics interface initially presents a learning curve, given the platform's depth of features. The user guide recommends a phased approach to onboarding, starting with basic searches and progressively incorporating advanced functionalities like sentiment analysis and trend detection.

Search Interface Essentials

The search pane is central to day-to-day use. Key elements include:

- **Search Bar:** Where phonetic or keyword queries are entered.
- **Filters Panel:** Allows refinement by date, call type, agent ID, or other metadata.
- **Results Window:** Displays matched interactions with options to listen to audio snippets or view transcripts.

Users can save frequently used queries, enhancing efficiency for repetitive analysis tasks. The guide also highlights keyboard shortcuts and export options that facilitate smoother workflows.

Configuration and User Management

From an administrative perspective, the nexidia analytics user guide details how to configure user roles and permissions to ensure data security and compliance. Role-based access controls allow organizations to segregate

duties, limiting sensitive data exposure to authorized personnel only.

Additionally, administrators can set system-wide preferences, such as language settings and alert thresholds, tailoring the platform to specific operational needs.

Integrations and Compatibility Considerations

Nexidia Analytics does not function in isolation; its value increases when integrated with complementary systems. The user guide provides insights into supported integrations with customer relationship management (CRM) platforms, workforce management (WFM) tools, and quality assurance (QA) applications.

For example, coupling Nexidia with CRM data enables cross-referencing speech analytics findings with customer profiles, enriching context and improving personalization strategies. The guide also touches on API availability, which facilitates custom development and embedding analytics capabilities within existing enterprise ecosystems.

Comparing Nexidia Analytics with Other Speech Analytics Solutions

When evaluating the nexidia analytics user guide alongside competitors, several differentiators emerge. Nexidia's phonetic search technology is often praised for its accuracy in noisy or accented speech environments, outperforming word-spotting solutions that may falter under similar conditions.

However, some users note that the platform's complexity requires dedicated training and potentially higher implementation costs compared to simpler tools designed for small-scale operations. The user guide recommends considering organizational scale and analytics objectives when selecting a solution.

Practical Use Cases Highlighted in the User Guide

The nexidia analytics user guide provides a variety of scenarios illustrating how organizations leverage the platform:

- **Customer Experience Improvement:** Identifying common pain points and sentiment trends to inform service enhancements.

- **Compliance Monitoring:** Automatically flagging calls that include regulatory or policy-sensitive language.
- **Agent Training and Coaching:** Detecting skill gaps through interaction analysis to tailor coaching programs.
- **Operational Efficiency:** Spotting process bottlenecks by analyzing call flow and resolution times.

These examples underscore the platform's versatility across industries such as telecommunications, financial services, and healthcare.

The nexidia analytics user guide ultimately serves as a roadmap for maximizing the tool's capabilities, emphasizing best practices, troubleshooting tips, and continuous learning resources. For organizations intent on deriving deep insights from voice and text interactions, Nexidia Analytics offers a robust and sophisticated solution, albeit one that demands thoughtful implementation and user commitment.

[Nexidia Analytics User Guide](#)

nexidia analytics user guide: *The Lost History of "Talking to Computers"* William Meisel, 2025-03-17 Much science fiction has humans talking to computers, an early example being HAL in the movie 2001 in 1968. That vision motivated many people to attempt making the imagined technology real, including the author, who founded a company developing speech recognition technology in the 1980s. Speech recognition was an early part of Artificial Intelligence, computers doing a task that had previously been exclusive to humans, and proved to be more difficult than early pioneers expected. The Lost History of "Talking to Computers" documents 27 years of those efforts; the source of the history is the author's 309 monthly issues of a newsletter tracking the hundreds of companies trying to make a business out of this challenging technology. Today, we talk to computers frequently on our smartphones (e.g., Apple's Siri or Google Assistant) or to a home speaker (e.g., Amazon's Alexa) and often when we telephone a customer service number. Most doctors use computer transcription of their notes for Electronic Healthcare Systems. Speech recognition is teaching how to speak a new language and finding specific content in a video file. How did we get here and where will it take us? What can we learn from this history that has implications for the huge investments in more general AI today? Readers will be amazed at how many companies were inspired by this challenge beginning more than three decades ago.

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conducted by leading market research firms. The field of data analytics offers some amazing salaries and is not only the hottest IT job, but it is also one of the best-paying jobs in the world. This guide aims at providing the readers with everything they need to know about the data analytics field, basic terminologies, key concepts, real-life use cases, skills you must master in order to scale up your career, and training and certifications you might need to reach your dream job.

nexidia analytics user guide: *Data Analytics* Edward Mize, 2017-11-12 Learn how to use data analytics to improve efficiencies, accelerate growth, and increase sales (even if you know NOTHING)! What if you could leverage the power of data analytics in your job, in your business, or at school? Imagine being a master of data analytics; solving problems quicker and doing work faster than ever before! Multi-time best selling information technology and mathematics author, Edward Mize, presents the perfect data analytics guide for any beginner. With books and a blog that receives tens of thousands of readers monthly, Edward has compiled the most practical data analytics book for a beginner. Well-known and incredibly popular for his ability to teach hard topics in an easy-to-understand way, you won't have any issues learning (and implementing everything you learn). Do you feel like your business or work doesn't benefit from the edge of IT, math, and technology? Do you wish you could quickly and easily fix holes in your execution (marketing, operations, sales, etc.)? Or if the idea of exploring data analytics that can benefit your work, business, or school sounds appealing... THEN THIS BOOK IS FOR YOU! In this book, you will get: A comprehensive breakdown of everything you learn so that it is easy-to-understand and perfect for anyone who is a beginner. An understanding of the edge that business intelligence and data analytics plays in the real world today. An introduction to the different types of data analytics, what it means in the real world, and how you can apply it in your life for better quality and more powerful results. Edward's personal email address for unlimited customer support if you have any questions And much, much more... FREE BONUS INCLUDED: If you download this book, you will receive a FREE DOWNLOAD of TeachingNerd.com's best selling book, 5 Steps to Learn Absolutely Anything In As Little As 5 Days! Well, what are you waiting for? Grab your copy today by clicking the BUY NOW button at the top of this page!

nexidia analytics user guide: *Data Analytics* James Fahl, 2017-05-25 Understand Data Analytics and Implement it in Your Business Today Do you want improve your revenue and stop missing out on profit? Do you want to learn about how data analytics in a style and approach that is suitable for you, regardless of your current knowledge? This book not only provides step-by-step guide to data analytics, but teaches you actionable steps to improve your analysis in all environments! Are you ready to learn? If so, Data Analytics: The Ultimate Step-by-Step guide to master emotional intelligence, interpersonal skills, relationships, self-awareness, habits and increase your workplace success.by James Fahl is THE book for you! It covers the most essential topics you must learn to become a master of Data Analytics. What Separates This Book From The Rest? What separates this book from the rest? The unique way you will learn with examples and steps. Many books leave you more confused than before you picked them up, not this book, it's clear concise and implementable. We make it our goal to write this book in plain easy to understand English that anyone can understand. Gone are the days of highly technical language. This allows you to quickly learn topics, and use your new skills immediately. To aid you in learning the topics quickly and effectively this book has been designed to be the ultimate step-by-step guide. Making sure that you're confident and clear with each topic before moving on! You Will Learn The Following: What is Data Analytics? Why use Data Analytics The importance of Data Analytics Types of Data Analytics Explanations of Different models Collecting Data Mistakes to avoid Whether you just want to learn more about Data Analysis or already know but want a step-by-step guide to implement it in your life, this is the book for you! So don't delay it any longer. Take this opportunity and invest in your self by buying this guide now. You will be shocked by how fast you learn about Data Analytics! Don't Delay And Scroll Up To Buy With 1 Click

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Integrate Analytics into Your Business. Working with big data using data mining and analytics is rapidly becoming common in the commercial sector. Tools and techniques once confined to research laboratories are being adopted by forward-looking industries, most notably those serving end users through online systems. Higher education institutions are applying learning analytics to improve the services they provide and to improve visible and measurable targets such as grades and retention. K-12 schools and school districts are starting to adopt such institution-level analyses for detecting areas for improvement, setting policies, and measuring results. Now, with advances in adaptive learning systems, possibilities exist to harness the power of feedback loops at the level of individual teachers and students. Measuring and making visible students' learning and assessment activities open up the possibility for students to develop skills in monitoring their own learning and to see directly how their effort improves their success. Teachers gain views into students' performance that help them adapt their teaching or initiate interventions in the form of tutoring, tailored assignments, and the like. Adaptive learning systems enable educators to quickly see the effectiveness of their adaptations and interventions, providing feedback for continuous improvement. Researchers and developers can more rapidly compare versions A and B of designs, products, and approaches to teaching and learning, enabling the state of the art and the state of the practice to keep pace with the rapid pace of adoption of online and blended learning environments. Open source tools for adaptive learning systems, commercial offerings, and increased understanding of what data reveal are leading to fundamental shifts in teaching and learning systems. As content moves online and mobile devices for interacting with content enable teaching to be always on, educational data mining and learning analytics will enable learning to be always assessed. Educators at all levels will benefit from understanding the possibilities of the developments described in the use of big data herein.

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identify the right data for your business. To help you understand the simple basics of data and how it needs to be analyzed, then Data Analytics for Beginners is the book that you have been waiting for. The size and type of business you are running doesn't matter because after all, it will depend on your ability to understand the data that your business is exposed to so as to make better business decisions for the current working environment and the future. Are there patterns in your business that you cannot see? Do you want to make sense of the shopping trends of your clients to better enrich their experience? Do you want to know your target market even more? Do you want to better derive insights from the feedback your clients give you? These questions can only be answered when you perform a data analysis for your business. Collecting the data is one thing, analyzing them is another matter entirely as it is not something that can be done haphazardly by just looking at the data. If you hope to understand your data well, you need to understand the data you are collecting, the methods to use and the right tools to use when analyzing the data. Inside you will find valuable steps and tools that will help make your information work for you. Do not let yourself get complacent, stop looking at the data that you collect each day and start analyzing your data to move your business up. Get started by buying this book today! Inside you will find How data should be understood? Terms and concepts used in data analysis. Data mining and the different kinds of databases used to store data. How information can be retrieved and manipulated in the database to create a visual representation of what you want to know? The life cycle of data analysis. And more...

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will help you create efficient workflows using Alteryx, without any coding involved. It will empower you and your organization to take well-informed decisions with the help of deeper business insights from the data. Starting with the fundamentals of using Alteryx such as data preparation and blending, you will delve into the more advanced concepts such as performing predictive analytics. You will also learn how to use Alteryx's features to share the insights gained with the relevant decision makers. To ensure consistency, we will be using data from the Healthcare domain throughout this book. The knowledge you gain from this book will guide you to solve real-life problems related to Business Intelligence confidently. Whether you are a novice with Alteryx or an experienced data analyst keen to explore Alteryx's self-service analytics features, this book will be the perfect companion for you. Style and approach Comprehensive, step by step guide filled with real-world examples to step through the complex business questions using one of the leading data analytics platform.

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Gerardus Blokdyk, 2019-06-27 Do weather conditions impact data quality? Will it allow users to retrieve their data and their application artifacts and to have strong assurance that the cloud service provider will delete all copies and not retain any materials belonging to the cloud service customer after an agreed period? Are you under/over communicating? How does data volume impact quality? Will it meet the latency, response time, concurrency, and throughput metrics and thresholds specified in a service level agreement? This exclusive Data Analytics Application self-assessment will make you the credible Data Analytics Application domain visionary by revealing just what you need to know to be fluent and ready for any Data Analytics Application challenge. How do I reduce the effort in the Data Analytics Application work to be done to get problems solved? How can I ensure that plans of action include every Data Analytics Application task and that every Data Analytics Application outcome is in place? How will I save time investigating strategic and tactical options and ensuring Data Analytics Application costs are low? How can I deliver tailored Data Analytics Application advice instantly with structured going-forward plans? There's no better guide through these mind-expanding questions than acclaimed best-selling author Gerard Blokdyk. Blokdyk ensures all Data Analytics Application essentials are covered, from every angle: the Data Analytics Application self-assessment shows succinctly and clearly that what needs to be clarified to organize the required activities and processes so that Data Analytics Application outcomes are achieved. Contains extensive criteria grounded in past and current successful projects and activities by experienced Data Analytics Application practitioners. Their mastery, combined with the easy elegance of the self-assessment, provides its superior value to you in knowing how to ensure the outcome of any efforts in Data Analytics Application are maximized with professional results. Your purchase includes access details to the Data Analytics Application self-assessment dashboard download which gives you your dynamically prioritized projects-ready tool and shows you exactly what to do next. Your exclusive instant access details can be found in your book. You will receive the following contents with New and Updated specific criteria: - The latest quick edition of the book in PDF - The latest complete edition of the book in PDF, which criteria correspond to the criteria in... - The Self-Assessment Excel Dashboard - Example pre-filled Self-Assessment Excel Dashboard to get familiar with results generation - In-depth and specific Data Analytics Application Checklists - Project management checklists and templates to assist with implementation INCLUDES LIFETIME SELF ASSESSMENT UPDATES Every self assessment comes with Lifetime Updates and Lifetime Free Updated Books. Lifetime Updates is an industry-first feature which allows you to receive verified self assessment updates, ensuring you always have the most accurate information at your fingertips.

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intelligence) both to leverage analytics for competitive advantage and to embed the use of business analytics into the business culture. It lays out an approach for analytics, describes the processes used, and provides guidance on how to scale analytics and how to develop analytics teams. It provides tools to improve analytics in a broad range of business situations, regardless of the level of maturity and the degree of executive sponsorship provided. As a guide for practitioners and managers, the book will benefit people who work in analytics teams, the managers and leaders who manage, use and sponsor analytics, and those who work with and support business analytics teams.

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nexidia analytics user guide: WEB ANALYTICS: AN HOUR A DAY (With CD) Avinash Kaushik, 2007-06-18 Written by an in-the-trenches practitioner, this step-by-step guide shows you how to implement a successful Web analytics strategy. Web analytics expert Avinash Kaushik, in his thought-provoking style, debunks leading myths and leads you on how to gain actionable insights from your analytics efforts. It also tells how to move beyond click stream analysis, why qualitative data should be your focus, and more insights and techniques that will help you develop a customer-centric mindset without sacrificing your company's bottom line.

- A Brief History Of Web Analytics
- Current Landscape And Challenges
- Traditional Web Analytics Is Dead
- What Web Analytics Should Be
- Understanding The Data Landscape
- Clickstream Data
- Outcomes Data
- Research Data
- Competitive Data
- The Essence Of Customer Centricity
- Lab Usability Testing
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- Summary
- Focus On Customer Centricity
- Solve For Business Questions
- Follow The 10/90 Rule
- Hire Great Web Analysts
- Identify Optimal Organizational Structure And Responsibilities
- Capturing Data: Web Logs Or Javascript Tags?
- Selecting Your Optimal Web Analytics Tool
- Understanding Clickstream Data Quality
- Implementing Best Practices
- Apply The Three Layers Of So What Test
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- Support Website Jump-Start Guide
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- Week 3: Measuring SEO Efforts
- Week 4: Analyzing Pay Per Click Effectiveness
- Week 1: Email Marketing Fundamentals And A Bit More
- Week 2: Email Marketing-Advanced Tracking
- Weeks 3 And 4: Multichannel Marketing, Tracking, And Analysis
- Weeks 1 And 2: Why Test And What Are Your Options?
- Week 3: What To Test-Specific Options And Ideas
- Week 4: Build A Great Experimentation And Testing Program
- Week 1: Leveraging Benchmarks And Goals In Driving Action
- Week 2: Creating High Impact Executive Dashboards
- Week 3: Using Best Practices For Creating Effective Dashboard Programs
- Week 4: Applying Six Sigma Or Process Excellence To Web Analytics
- Competitive Intelligence Analytics
- Web 2.0 Analytics
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