

Oracle Service Cloud (RightNow) Analytics

Fundamentals

- Oracle Service Cloud Analytics overview
- Navigation and the Reports Explorer
- Finding reports
- Using reports
- Publishing and scheduling reports

Creating and Modifying Reports

- Planning reports
- Expressions, column definitions, and filters
- Functions and variables
- Rollups and slicing
- Cross tabs

Enhancing Report Functionality

- Drilldowns
- Linking reports
- Inner and outer joins
- Using the Report Analyzer
- Exports and imports
- Dashboards

Look and feel

- Highlights, data exceptions, and conditional formatting
- Styles, fonts, layouts, and colors
- Charts and images