

CMS SUPERVISOR



CMS Supervisor Training

Course Information:

1 day of training 9:00 a.m. – 4:00 p.m.

Classes held on customer's site

Audience: Call Center Supervisors with CMS desktop application

Description:

This training can be done to accommodate the experience level of the Supervisors. Students will learn the software used to control call flow (vectoring) as well as an explanation of the reports available. The report information is directly affected by how the vectors are written.

All management tools and measurement capabilities available to Supervisors are covered.

The following items are covered in the training:

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- 1) Call Center Terms
- 2) Call Distribution Methods (ead/mia or ead/loa)
- 3) Call Flow Examples VDN's and Vectors
- 4) Accessing the CMS Supervisor
- 5) Real Time Report : Agent Group, Skill
- 6) Real Time Report: Setting Thresholds
- 7) Creating Short-Cut Buttons
- 8) Creating/Changing Agent Groups
- 9) Adding New Agents
- 10) Changing Agent Skill Assignments (EAS)
- 11) Defining Acceptable Service Levels
- 12) Assigning Dictionary Names
- 13) Running Reports – Historical and Real Time
 - a) Agent Group Reports
 - b) Individual Agent Reports
 - c) VDN Reports
 - d) Split / Skill Reports
- 14) Understanding Report Field Definitions Historical and Real Time
- 15) Tracking Call Activity
 - a) Stroke Counts
 - b) Aux Reason Codes
 - c) Call Work Codes
 - d) Logout Reason Codes
- 16) Defining Exceptions
- 17) Running RONA reports
- 18) Writing Automatic Scripts
- 19) Scheduling Reports
- 20) Service Observing
 - a) Observing Agent IDs
 - b) Observing VDNs
 - c) Observing remotely
 - d) Service Observe Listen Only and Listen Talk