AVAYA

Call Center Vectoring System Administration

Course Information:

1 day of training 9:00 a.m. – 4:00 p.m.
Cardinal Stritch University or at customer's location

Audience:

System Administrators with Call Center Applications and
Supervisor Management software of either CMS Supervisor or BCMS *(Basic Call Management System)*

Description:

Gain skills and the knowledge needed to administer a Call Center.
Administration exercises are done using **AVAYA Site Administration.**

Course Objectives:

- Learn how to administer changes on vectors and call routing without service interruption
- Understand Skill based routing and programming (EAS)
- Administering call center voice terminals- (phones)
- Changing feature buttons relating to Call Center Functions (Vu-stats, Queue buttons, After Call Work, Aux, Rona buttons etc.)
- Understanding reports produced by CMS Supervisor and/or BCMS
- Scheduling the reports in CMS or BCMS or ASA
- Setting up the Directory and Agents in CMS and the CM switch
- Understanding the Management Tools available to Supervisors (Service Observing, Whisper, Agent Trace, Monitoring)
- Adding Agents and setting up Skill Levels in the CM switch
- Changing Agents Skill levels and Skill numbers in CMS and BCMS
- Programming Holiday options, priority queuing options, redirect on no answer options (RONA), voice mail options, time of day options.
- Writing vectors for new applications and understanding the vector options such as: go-to, route-to, collect, messaging etc.
- Administering Announcements and tracking the announcement capacity. Backing up Announcements, making changes on Announcements.