AVAYA

BCMR Basic Call Management 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:

Students will learn the software used to control call flow as well as an <u>explanation of the reports</u> available. The course is customized to explain the Call Center Design of each customer.

The following items are covered in the training: **VDN's , Vectors, Hunt Groups, Split/Skills, Expert Agent (EASE), Skill Number, Skill Level, ACD, UCD-mia, LOGIN, LOGOUT, Aux Work, Auto IN, After Call, Queue Call, Announcement Board, COR(Class of Restriction), COS (Class of Service), CO Trunks, T-1, DNIS Digits, Acceptable Service Levels, Expected Call Handling Time, Service Observe – Listen Only, Service Observe- Listen Talk, Whisper Page, Whisper Answer Back, Call Timer, Mute, RONA, Rona Alerts, External Queue Alerts.**

Course Objectives

- Describe and Understand All terms relating to Call Center Management as listed above.
- Make changes on vectors and call routing when needed.
- Administering voice terminals– (phones)
     changing feature buttons relating to Call Center Features
- Understanding reports produced by the Call Center software.
- Understanding the Management Tools available to Call Center Supervisors
- Like Service Observing, Audix Record, live monitoring of Agents etc.