



Call Centre Configuration Course

Course Profile

1 day

Who Should Attend

This course has been designed for engineers who will be configuring and supporting the Vision Call Centre software.

Prerequisites

Delegates **must** have previously attended the 1 day Vision Installation and Configuration accreditation course. **Delegates are requested to bring a laptop (Windows or Mac) providing a web browser and Ethernet connection.**

Objectives

The aim of the course is to provide engineers with the skills required to configure the Vision Call Centre software to the customer's requirements and provide post-installation support.

Course Outline

- Configuring the **maximiser** system
- Using Capabilities
- Configuring Departments
- Licensing
- Creating Agents
- Creating Queues
- Call Distribution
- Call Priority
- Announcements
- Completion Codes
- SLAs
- Setting up the Supervisor Console
- Manually distributing calls
- Monitoring calls
- Setting up the Agent Portal
- Not Available Codes
- Vision Call Centre Reports
- Vision Call Centre Wallboards
- Accreditation test

Call us now

This accreditation course is held at SpliceCom's training centre in Chorleywood. Call us on 01923 287700 to book a place.