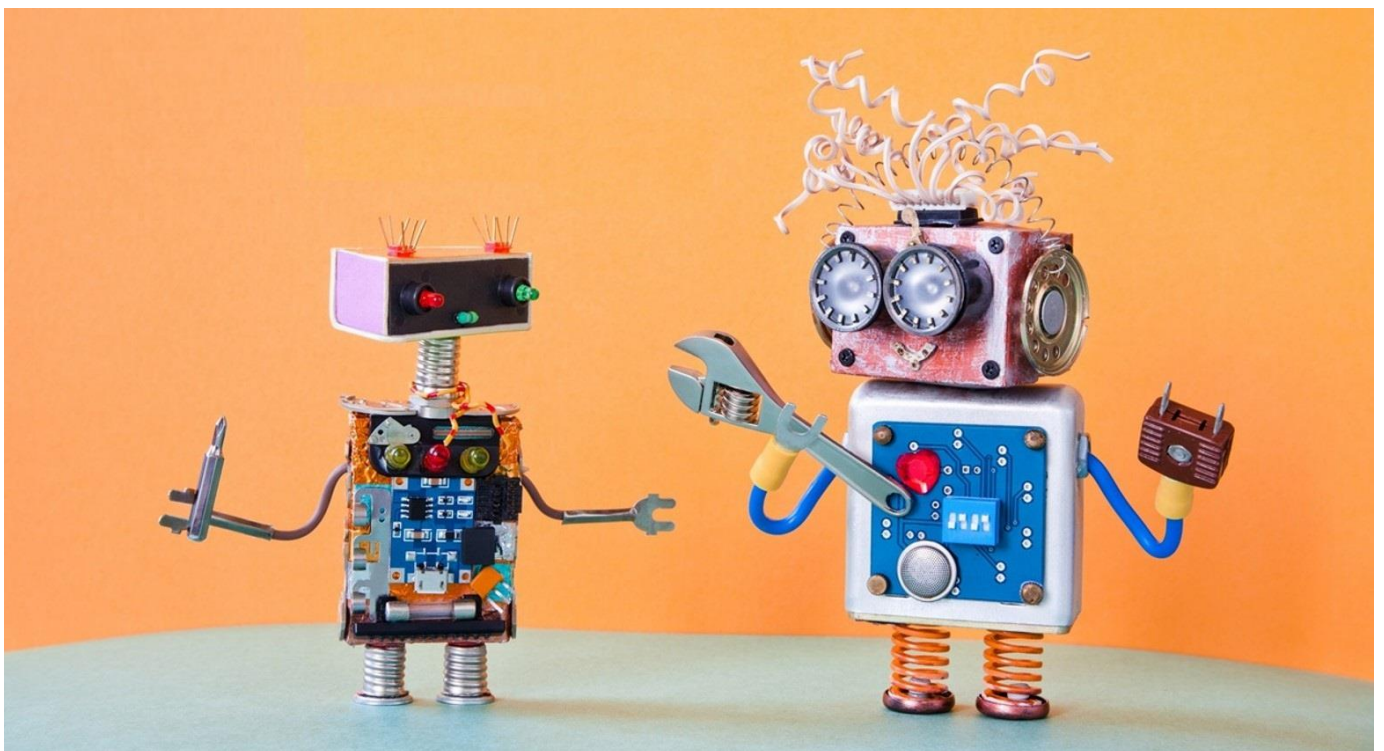


Course Profile: CallBack Administration with 3rd Party ACD Integration

Liberty Converse



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1 Training Facilities & Requirements Onsite

Instructor-led training from Netcall is either delivered on customer premises or via Netcall's online GoToTraining platform. The training facilities below detail the requirements to ensure successful training delivery in both instructor-led learning environments. For training to be effective a training suite/room capable of hosting I.T. training is preferred with the following:

- One computer per learner connected to the organisation network.
- One computer for the trainer connected to the organisation network.
- Every computer must have Internet access and able to access Netcall's Liberty training environment here: <https://libertytrain4.netcall.com>.
- A digital projector or SMART board, television or large screen connected to the trainer machine.
- White board or flip chart.
- A suitable space to sit delegates for an extended period of time.
- Telephones with DDI access (ideally with speaker phone capability).

If a training suite/room is not attainable the following must be supplied as a minimum in any room used:

- One computer for the trainer connected to the organisation network.
- The one computer must have Internet access and able to access Netcall's Liberty training environment here: <https://libertytrain4.netcall.com>.
- A digital projector or SMART board, television or large screen connected to the trainer machine.
- White board or flip chart.
- A suitable space to sit delegates for an extended period of time.
- Telephones with DDI access (ideally with speaker phone capability).

2 Training Facilities & Requirements for Online using GoToTraining Platform

For training to be effective each learner should have:

- Access to the GoToTraining remote instructor-led training session from their own computer.
- Access to a telephone to dial into the audio or a computer and suitable headset/microphone device to enable audio streaming.
- Have tested their connectivity and computer compatibility by following the computer test link here: <https://support.logmeininc.com/gotomeeting/get-ready>
- Be situated in a suitable space for an extended period of time.

3 CallBack Administration with 3rd Party ACD Integration

Course Overview:

The objective of the CallBack Administration with 3rd Party ACD Integration course is to familiarise clients with the user (Agent) and administration features of CallBack within a 3rd party ACD environment. The course will provide comprehensive coverage of the core functionality provided by CallBack coupled with demonstrations of the key administrative features within the web interface.

Target Audience:

The course is aimed towards members of staff who have system administration, management or supervisory responsibilities for both the 3rd party ACD system and the Liberty CallBack system. Delegates are typically IT staff and key stakeholders tasked with the management, administration and/or maintenance of their ACD and CallBack systems.

Course Outcomes:

By the end of the session attending delegates will understand the key features of Liberty Converse CallBack and be able to create and manage CallBack within their ACD environment.

Course Content:

CallBack Application Discovery

Objective: To understand Liberty CallBack, its aims of use and key considerations.

- What is CallBack
- CallBack Call Handling Overview
- Understanding the Callboard

CallBack Groups

Objective: To understand and create a CallBack Group and Phonebook.

- Understanding CallBack Groups and Phonebook
- Creating a CallBack Group and Phonebook
- Applying Number Contacts to a Phonebook

CallBack Queues

Objective: To understand CallBack Queues and associated settings.

- General Settings
- Timeplan Settings
- Agent Settings
- Customer Settings
- Offline Queue Settings
- Understanding QueueBuster Dial in IVR Routing Rule

CallBack Assessment

Objective: To test and assess the configured CallBack setup.

- Test a CallBack and Review
- Test an Automatic Reschedule
- Test a Manual Reschedule
- Test Disabling the Queue
- Test Allow Repeat Numbers

CallBack Reports

Objective: To understand and run CallBack reports noting key data.

- Overview of Reports and Report Options
- Queue Summary Report
- Detailed History Report
- Service Level Plan
- Scheduling Reports

CallBack Roles Based Administration

Objective: To understand the roles and permissions required for CallBack.

- Partition Manager
- Group Manager
- Report Viewer
- Essential Directory Management

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