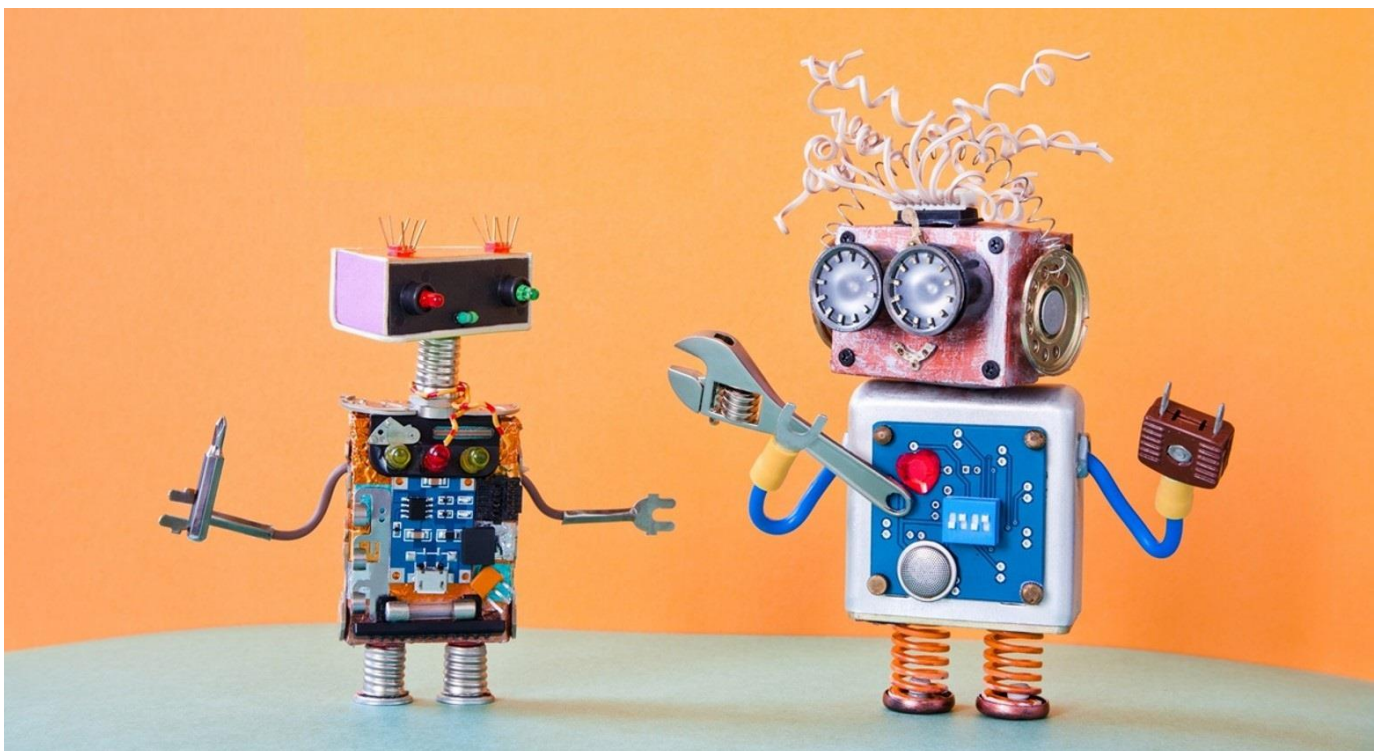


# Course Profile: CallBack Administration with Contact Centre

Liberty Converse



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Author Fabio Brugnoli

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Editor Tony Norman

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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 Contact Centre

### Course Overview

The objective of the CallBack Administration with Contact Centre course is to familiarise clients with the user (Agent) and administration features of CallBack within the Liberty Converse Contact Centre ACD environment. The course will provide comprehensive coverage of the core functionality within CallBack coupled with assessment 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 Contact Centre and CallBack systems. Delegates typically are staff tasked with the management, administration and/or maintenance of their ACD system.

### Prerequisites

Preferably attendees should have knowledge of, or attended training for:

- ContactCentre Agent & Manager
- ContactCentre Administration

### Course Outcomes

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

### Course Content

#### Introduction to CallBack

**Objective:** *To understand what Liberty CallBack is, its aims of use and key considerations when deploying CallBack to Liberty Contact Centre*

- What is CallBack?
- The CallBack Process
- The CallBack Callboard
- Application Review

#### Role Based Administration

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

- Partition Manager
- Group Manager
- Report Viewer

#### CallBack Groups

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

- Understanding Groups
- Understanding Phone books

## CallBack Queues

**Objective:** To understand and create a CallBack Queue and to review the associated queue settings.

- Understanding CallBack Queues
- Timeplan Settings
- Agent Settings
- Customer Settings
- Offline Queue Settings

## CallBack Integration Settings

**Objective:** To understand the Contact Centre Queue settings as so to configure a CallBack queue.

- Caller Offer Settings
- General Settings

## CallBack Assessment

**Objective:** To test and assess the configured CallBack setup.

- Test a CallBack and Review

## 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 report
- Scheduling reports
- Contact Centre Supervisor reports

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