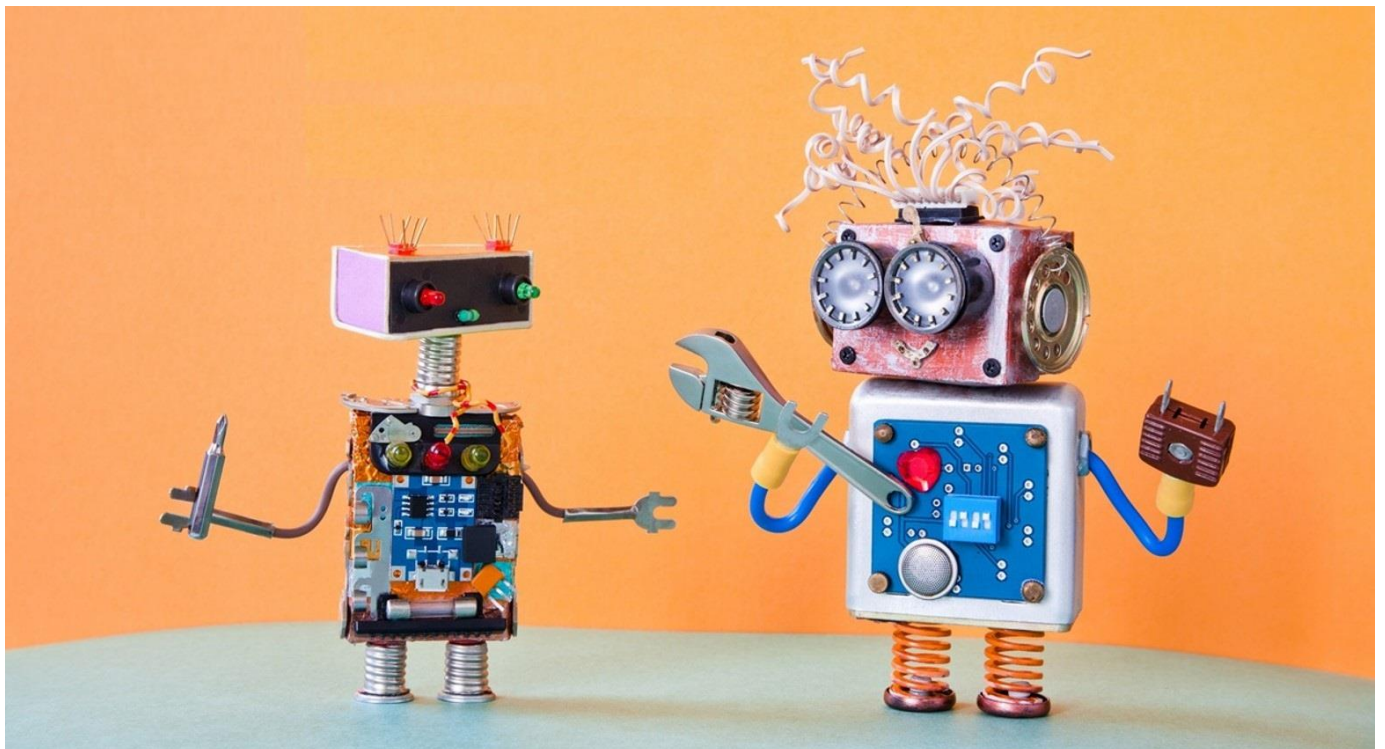


# Course Profile: Contact Centre Chat Administration

## Liberty Converse



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Version:	1.0
Document Release Date:	September 2019
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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 Liberty Converse Contact Centre Chat Administration

**Duration:** ½ day

### **Course Overview**

The objective of the Contact Centre Chat Administration training course is to familiarise learners with the process of creating, configuring and applying a Chat widget to Liberty Converse Contact Centre.

### **Target Audience**

Learners are typically staff and key stakeholders tasked with the management, administration and/or maintenance of the system.

### **Course Outcomes**

By the end of the session attending learners will understand how Chat interactions are presented through Contact Centre. They will create a new Chat Widget, discover the series of configuration and theme options and apply this to a pre-existing Contact Centre Group and Queue.

### **Prerequisites**

Before attending this course, delegates should have received training, or be familiar with, Liberty Converse Contact Centre Agent application and the Contact Centre Management function.

## Course Content

### Contact Centre Introduction

**Objective:** To understand the concept and terminology of Liberty Converse Contact Centre

- What is a Contact Centre
- Contact Centre terminology
- How a Contact Centre works and should be designed

### Building a Contact Centre

**Objective:** To create a Contact Centre based upon a given set of requirements

- Required role permissions
- Adding a Contact Centre Group
- Adding Skills to a Group
- Adding Contact Centre Queues
- Apply the required settings for the Group and Queues
- Other Group settings

### Agent Licensing

**Objective:** To understand what agent licensing is, how to add, edit and delete a license and add / remove an agent from a Contact Centre Group

- What is agent licensing
- Add, edit and delete a licence
- Adding & removing an agent from the group

### Skills Based Routing

**Objective:** To understand how Skills Based Routing works within Contact Centre

- What is Skills Based Routing (SBR)
- How Contact Centre implements SBR
- Assigning skills to agents

### Other Global Settings

**Objective:** To understand other available settings within the Contact Centre Administration area

- System
  - Work spaces
  - Softboards (if enabled)
  - Global Busy Codes
  - Agent desktop settings
- Personal Data

### Chat Administration

**Objective:** To understand how to create, configure and test a Chat widget.

- Creating a Widget: the process
- Global Chat settings
- Button settings
- Routing settings
- Questions settings
- Theme settings
- HTML code snippet

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