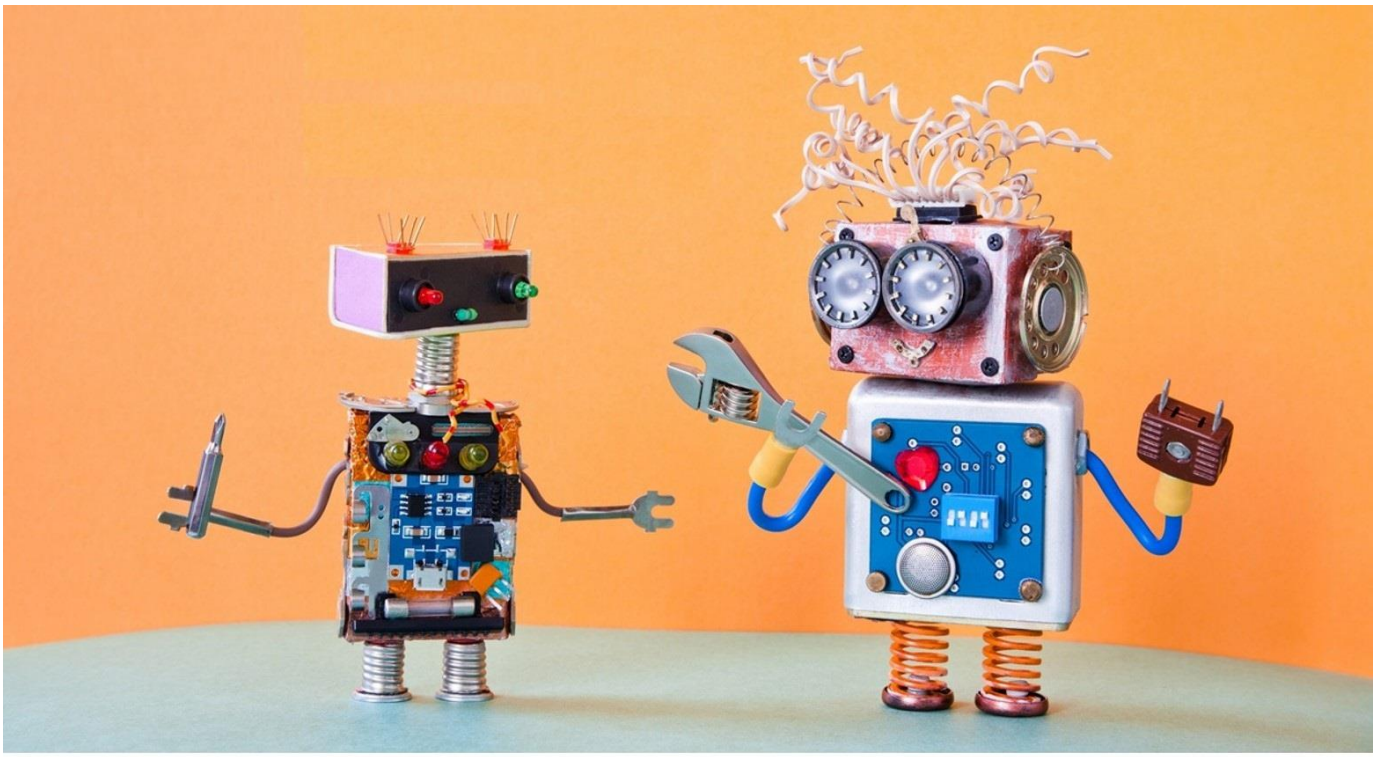
Course Profile: Contact Centre Email Administration

Liberty Converse



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Author	Fabio Brugnoli
Editor	Tony Norman

NETCALL LIMITED, a company registered in England (Company number 01812912)
Registered office at 1st Floor, Building 2, Peoplebuilding Estate, Maylands Avenue, Hemel Hempstead, Hertfordshire, HP2 4NW

Contents

1 Training Facilities & Requirements Onsite 3

2 Training Facilities & Requirements for Online using GoToTraining Platform 3

3 Liberty Converse Contact Centre Chat Administration Error! Bookmark not defined.

Course Overview ..... **Error! Bookmark not defined.**

Target Audience ..... **Error! Bookmark not defined.**

Course Outcomes ..... **Error! Bookmark not defined.**

Prerequisites ..... **Error! Bookmark not defined.**

Course Content ..... **Error! Bookmark not defined.**

Contact Centre Introduction ..... **Error! Bookmark not defined.**

Building a Contact Centre ..... **Error! Bookmark not defined.**

Agent Licensing ..... **Error! Bookmark not defined.**

Skills Based Routing ..... **Error! Bookmark not defined.**

Other Global Settings ..... **Error! Bookmark not defined.**

Chat Administration ..... **Error! Bookmark not defined.**

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 if 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 Email Administration

Duration: ½ day

Course Overview

The objective of the Contact Centre Email Administration course is to explore the range of E-mail related system-wide settings and configuration options.

Target Audience

The course is aimed towards staff who will be Liberty Converse system administrators.

Course Outcomes

By the end of the session learners will have a firm understanding of E-mail routing and templates will also be derived.

Prerequisites

Attending learners are advised to attend both the Liberty Converse Contact Centre Agent with E-mail and Contact Centre Management with E-mail onsite or e-learning training courses.

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 & delete a license
- 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

Email Administration

Objective*: To understand how to setup email accounts and enable routing of emails to the specific queue and skill*

- Email Accounts
- Auto Acknowledgements
- Routing Rules

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