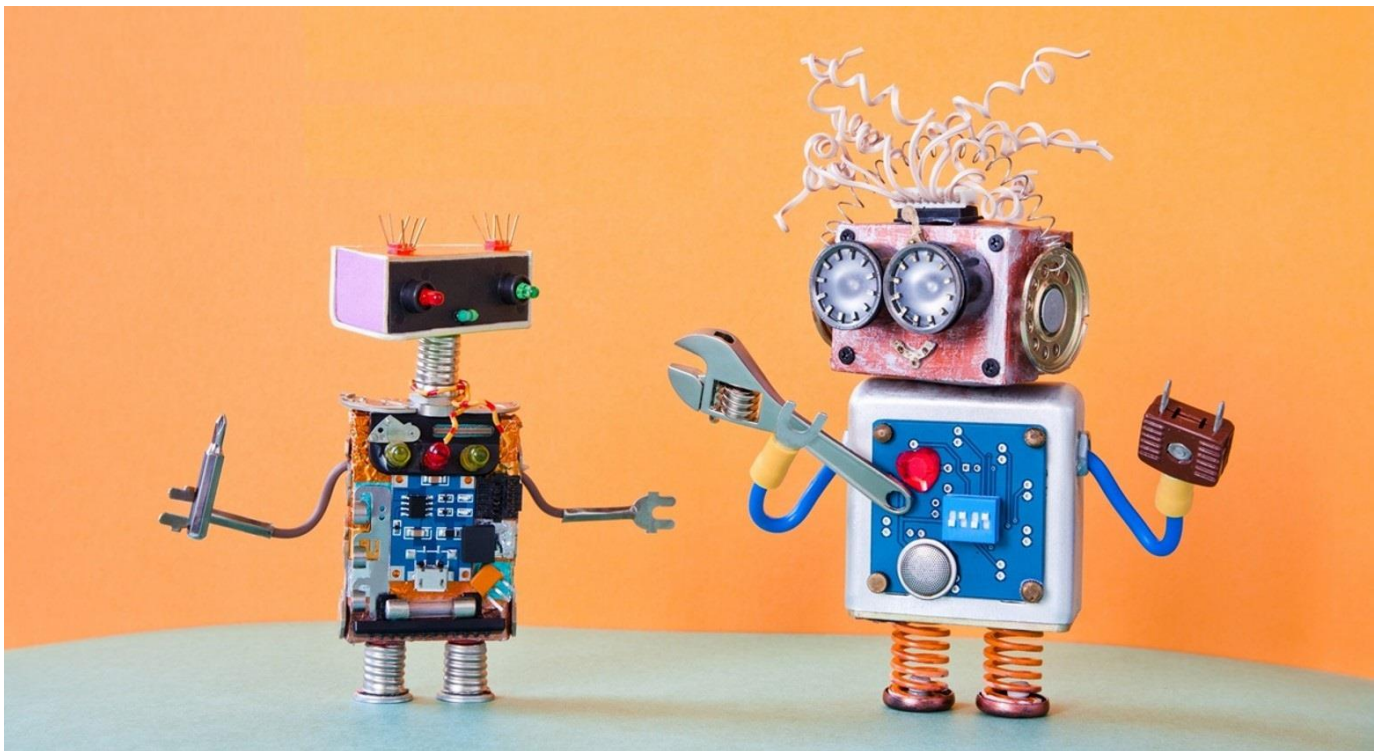


Course Profile: ContactPortal Management

Liberty Converse



Version: 1.0

Document Release Date: September 2019

Author Fabio Brugnoli

Editor Tony Norman

Contents

1	Training Facilities & Requirements Onsite	3
2	Training Facilities & Requirements for Online using GoToTraining Platform	3
3	Liberty ContactPortal Management.....	4
	Course Overview	4
	Target Audience.....	4
	Prerequisites	4
	Course Outcomes	4
	Course Content.....	5
	Understanding ContactPortal.....	5
	ContactPortal Management	5
	ContactPortal Maintenance	5
	ContactPortal Reports	5

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 ContactPortal Management

Duration: ½ day

Course Overview

The objective of the Liberty Converse ContactPortal Management course is to familiarise clients with the fundamentals of how the ContactPortal speech recognition system work and what maintenance routines could be employed to ensure effective speech recognition.

Target Audience

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

Prerequisites

There are no prerequisites although a working knowledge of the corporate telephone system and user directory would be beneficial.

Course Outcomes

By the end of the session attending delegates will have gained experience in managing the ContactPortal speech recognition system and a full grasp on all administrative routines.

Course Content

Understanding ContactPortal

Objective: To understand the core concepts of Liberty Converse ContactPortal and how it works.

- What is ContactPortal
 - How does it work?
 - Core Requirements
 - Interfaces
 - Confidence
 - Operator
- System Update

ContactPortal Management

Objective: To understand the key elements when managing the ContactPortal.

- Core elements
- Additional elements

ContactPortal Maintenance

Objective: To understand how to maintain ContactPortal.

- Recent Call Report
- System Update Report
- Phrase Recognition report

ContactPortal Reports

Objective: To access and run ContactPortal reports assessing the data returned.

- ContactPortal Performance
- System Performance

Each Party shall keep in strict confidence the Software, all technical or commercial know-how, specifications, inventions, processes or initiatives which are of a confidential nature and which have been disclosed by one Party (the “Disclosing Party”) to the other (the “Receiving Party”), its employees, agents and/or sub-contractors and any other confidential information concerning the Disclosing Party’s business, the Hardware, the Software, and/or the Services which the Receiving Party may obtain as a result of such disclosure (“Confidential Information”).