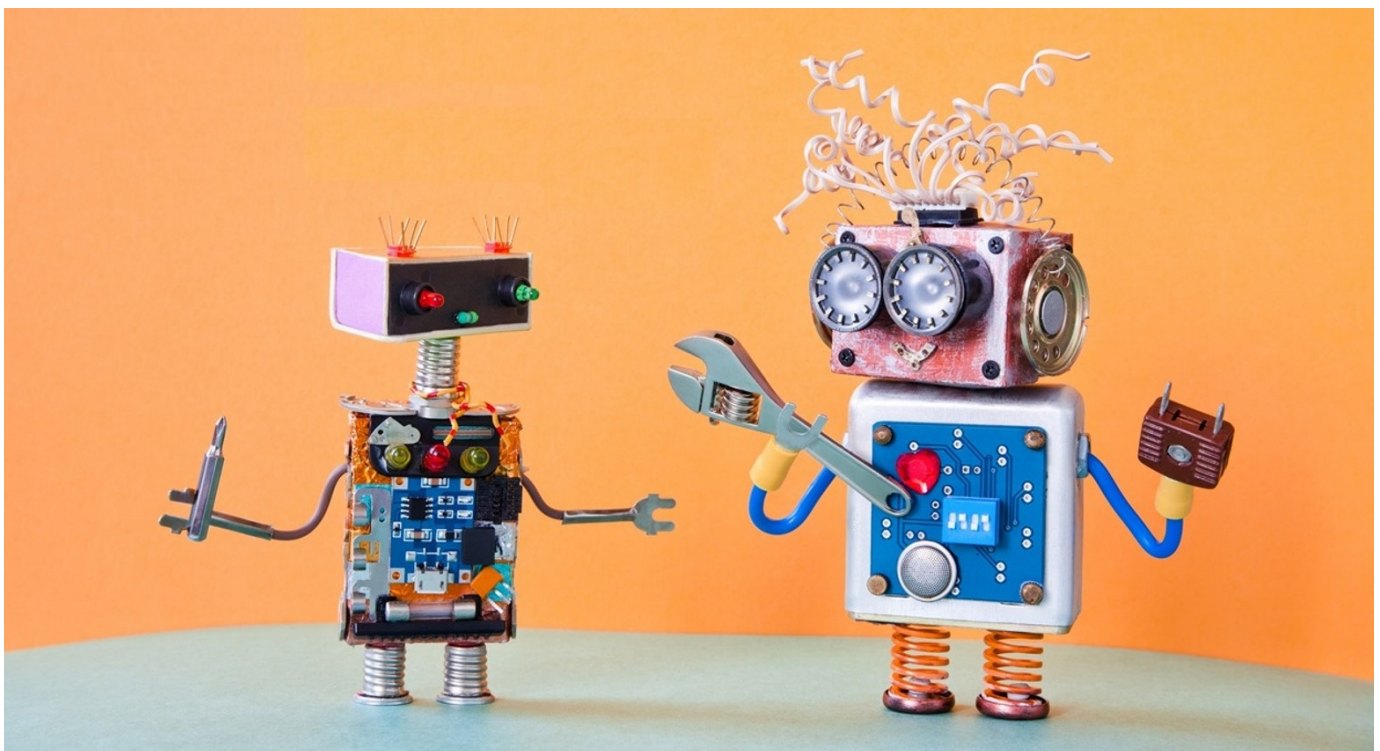


Course Profile: Contact Centre Telephony Administration

Liberty Converse



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Author Fabio Brugnoli

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 Liberty Converse Contact Centre Telephony Administration

Duration: ½ day

Course Overview

The objective of the Liberty Converse Contact Centre Telephony Administration training course is to introduce delegates to the requirement of creating, managing and maintaining Contact Centre Groups & Queues. The course will involve assessing the various Group and Queue settings enabling the Contact Centre to run effectively.

Target Audience

The course is aimed towards members of staff who have system administration or contact centre managers responsibilities for any Contact Centre Groups. Delegates typically are staff tasked with the management, administration and/or maintenance of the system.

Course Outcomes

By the end of the session attending delegates will comprehensively understand the Liberty Converse Contact Centre groups and queues to make key decisions on its creation and ongoing management.

Prerequisites

Preferably attendees should have received training or have detailed knowledge of the Liberty Dialogue Builder application.

Course Content

Contact Centre Introduction

Objective: *To understand the concept and terminology of Liberty 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

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”).