

Netcall Training Course Profile

Liberty ContactPortal Administration



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Training Facilities & Requirements

Onsite Training

Instructor-led training from Netcall is either delivered on customer premises or via Netcall's online platform. The below training facilities 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 Converse training environment here: <https://training.onconverse.app>
- A digital projector/SMART board/television/large screen connected to the trainer machine.
- White board or flip chart.
- A suitable space to sit delegates for an extended period of time.
- A telephone with DDI access and/or delegates attend with a mobile device.
 - **All personal data is purged on training project closure.

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 computer must have Internet access and able to access Netcall's Liberty Converse training environment here: <https://training.onconverse.app>
- A digital projector/SMART board/television/large screen connected to the trainer machine.
- White board or flip chart.
- A suitable space to sit delegates for an extended period of time.
- A telephone with DDI access and/or delegates attend with a mobile device.
 - **All personal data is purged on training project closure.

Online Remote Training

For training to be effective each learner should have:

- Access to the remote instructor-led training session from their own computer.
- Every computer must have Internet access and able to access Netcall's Liberty Converse training environment here: <https://training.onconverse.app>
- Access to a telephone to dial into the audio or a computer and suitable headset/microphone device to enable audio streaming.
- Be situated in a suitable space for an extended period of time.



Liberty ContactPortal Administration

Duration

1 day

Course Overview

The objective of the Liberty ContactPortal Administration course is to familiarise clients with the fundamentals of how the ContactPortal speech recognition system work, the role of its directory 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

Introducing the Liberty Directory

Objective: To understand the purpose of the Liberty Directory, how it is managed effectively and how it is generated

- What is the Directory used for?
- Directory Data Types
- The Directory Key Components

Entities

Objective: To understand what a Directory entity is, the different types of entities available and the reasons to create them

- Persons Entities
- Non Person Entities

Templates

Objective: To understand what role Templates have within the Liberty Directory

- What are Templates?
- Default Templates
- Using Different Templates
- Template Settings

Class of Service

Objective: To understand what role Class of service has within the Liberty Directory and how they impact on user accounts

- What is a class of service
- Why to use differing COS
- Default COS
- COS Settings

Managing and Maintaining the Liberty Directory

Objective: To understand the different methods to Managing the Liberty Directory and to apply knowledge gained to manage the Liberty Directory manually

- Directory Management Methods
- Data Synchronisation
- Manually Managing Entities

User Permissions

Objective: To understand what roles and what part they play within Liberty, the different types of roles available and how they work when assigned to entities

- Understanding Role Based Permissions
- Entity Elevation
- Role Types

Account Administration

Objective: To manage user accounts with regard to account issues such as locked accounts and password resets.

- Account Information
- Editing Account Information
- Password & PIN Resets



User Account Security

Objective: *To access and understand the user account security options within Liberty Directory*

- Global Account Settings
- Password Settings
- PIN Settings

Understanding ContactPortal

Objective: *To understand the core concepts of Liberty 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



