

Netcall Training Course Profile

Liberty Converse CallBack 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.
- 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.
- If applicable, computers require access Netcall's Liberty Converse training environment here: <https://training.onconverse.app/>

Liberty Converse CallBack Administration

Duration

½ day (3 hrs)

Course Overview

The objective of the Liberty Converse CallBack Administration course is to familiarise attendees with the user (Agent) and administration features of CallBack within the Liberty Converse ACD environment. The course will provide comprehensive coverage of the core functionality within CallBack coupled with assessment of the key administrative features within the web interface.

Target Audience

The course is aimed towards members of staff who have system administration or supervisory responsibilities for Converse and CallBack systems. Delegates typically are staff tasked with the management, administration and/or maintenance of their ACD system.

Course Outcomes

By the end of the session attending delegates will understand the key features of Liberty Converse CallBack and be able to create and manage CallBack within their Liberty Converse system.

Prerequisites

Preferably attendees should have knowledge of, or attended training for:

- Liberty Converse Agent & Supervisor
- Liberty Converse Contact Centre Administration

Course Content

Introduction to CallBack

Objective: To understand what Liberty CallBack is, its aims of use and key considerations when deploying CallBack to Liberty Converse

- What is CallBack?
- The CallBack Process
- The CallBack Callboard
- Application Review

Role Based Administration

Objective: To understand the roles and permissions required for CallBack.

- Partition Manager
- Group Manager
- Report Viewer

CallBack Groups

Objective: To understand and create a CallBack Group and Phonebook.

- Understanding Groups
- Understanding Phone books

CallBack Queues

Objective: To understand and create a CallBack Queue and to review the associated queue settings.

- Understanding CallBack Queues
- Timeplan Settings
- Agent Settings
- Customer Settings
- Offline Queue Settings

CallBack Integration Settings

Objective: To understand the Converse Queue settings as so to configure a CallBack queue.

- Caller Offer Settings
- General Settings

CallBack Assessment

Objective: To test and assess the configured CallBack setup.

- Test a CallBack and Review

CallBack Reports

Objective: To understand and run CallBack reports noting key data.

- Overview of reports and report options
- Queue Summary report
- Detailed History report
- Service Level Plan report
- Scheduling reports
- Converse Supervisor reports