

Netcall Training Course Profile

Liberty Converse CallMeBack 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 CallMeBack Administration

Duration: ½ day

Course Overview:

The objective of the Liberty Converse CallMeBack Administration course is to familiarise clients with the user (Agent) and administration features of CallMeBack within the Liberty Converse ACD environment. The course will provide comprehensive coverage of the core functionality within CallMeBack 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, management or supervisory responsibilities for Converse. Delegates typically are staff tasked with the management, administration and/or maintenance of their ACD system.

Prerequisites:

Preferably attendees should have attended or have knowledge of:

- Converse Agent & Supervisor
- Converse Administration

Course Outcomes:

By the end of the session attending delegates will be the key features of Liberty CallMeBack, be able to create and manage CallMeBack within their Converse ACD environment.

Course Content

CallMeBack Application Discovery

Objective: *To understand Liberty CallMeBack aims of use and key considerations.*

- What is CallMeBack
- CallMeBack Call Handling Overview
- Understanding the Callboard

CallMeBack Groups

Objective: *To understand and create a CallMeBack Group and Phonebook.*

- Understanding CallMeBack Groups & Phonebook
- Creating a Group & Phonebook
- Applying Converse Queues

CallMeBack Queues

Objective: *To understand CallMeBack Queues and associated settings.*

- General Settings
- Timeplan Settings
- Agent Settings
- Customer Settings
- Offline Queue Settings

CallMeBack Interface

Objective: *To understand and create a CallMeBack interface.*

- Attributes
- Agent Announcements
- Notifications
- Routing

CallMeBack Assessment

Objective: *To test & assess the configured CallMeBack setup.*

- Test a CallMeBack & Review
- Test an Automatic Reschedule
- Test a Manual Reschedule Using Agent
- Test Disabling the Queue & Review
- Test Allow Repeat Numbers

CallMeBack Reports

Objective: *To understand and run CallMeBack reports noting key data.*

- Overview of Reports & Report Options
- Queue Summary Report
- Detailed History Report
- Service Level Plan
- Scheduling Reports
- Converse Supervisor Reports

CallMeBack Roles Based Administration

Objective: *To understand the roles and permissions required for CallMeBack.*

- Partition Manager
- Group Manager
- Report Viewer