

Netcall Training Course Profile

Liberty Converse Supervisor with Messages



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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 Management with Messages

Duration

½ day (3hrs)

Course Overview

The objective of the Liberty Converse Supervisor with Messages is to introduce learners to the Converse application concentrating on how to manage Agent settings, utilise key performance reports and statistics and learn the typical daily functions of a Converse supervisor.

Target Audience

The course is aimed towards staff who will be Converse Supervisors who will be tasked with managing agents and are required to produce reporting statistics.

Course Outcomes

By the end of the session attending learners will have a firm understanding of the Liberty Converse Supervisor interface, be able to manage agents and run performance reports.

Prerequisites

Attending learners must have attended the Liberty Converse Agent with Messages training course.



Course Content

Introduction

Objective: To understand the responsibilities a Converse contact centre supervisor will have and become familiar with the application terminology.

- Supervisor responsibilities
- Terminology

Getting Started

Objective: To login to Liberty Converse as a supervisor and identify the key components with the main screen.

- Login
- Navigation bar
- User avatar

Interaction Management

Objective: To access and manage the associated messages interactions using the available functionality.

- Queued Messages
- Management Functionality

Agent Management

Objective: To learn how to comprehensively manage group agents, ensuring effective running of the Converse contact centre.

- Introduction to agent management
- Managing agent status types
- Viewing agent profile and history
- Managing agent skills and media type
 - Overview
 - Skills & Media
 - History

Dashboard Management

Objective: To learn how to create, edit and share dashboards that will be visible by Contact Centre Agents.

- Introduction to dashboards
- Widgets
- Creating a dashboard
- Editing a dashboard
- Sharing a dashboard

Management Settings

Objective: To learn the available settings to and understand where changes can be made to enhance the effectiveness of the Contact Centre group.

- Creating Activity & Busy codes
- Setting Alerts
- Setting messages SLA
- Messages Wrap Up time
- Snippets



Management Reports

Objective: *To access and run the available Converse supervisor reports producing key messages and agent statistics as so to make informed decisions on how effectively the Converse contact centre is operating.*

- Overview of reports and report options
- Report exercise

