

Netcall Training Course Profile

Liberty Converse Supervisor with Telephony



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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 Telephony

Duration

½ day (3hrs)

Course Overview

The objective of the Liberty Converse Supervisor with Telephony course is to introduce learners to the Converse management function concentrating on typical daily functions, learning how to manage agent settings and utilise key performance reports and statistics.

Target Audience

The course is aimed towards staff who will be Converse Supervisors, their day to day role will include managing calls agents receive and reporting on call statistics.

Course Outcomes

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

Prerequisites

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



Course Content

Introduction

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

- Supervisor responsibilities
- Terminology

Getting Started

Objective: To login to the Converse application 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 call interactions using the available functionality.

- Queued Calls
 - Check current status of each call
- Functionality
 - Interaction panel
 - Re-directing queued calls

Agent Management

Objective: To learn how to manage group agents comprehensively, 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
- Agent call monitoring and assisting

Management Settings

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

- Agent licensing
- Creating activity & busy codes
- Setting alerts
- Call recording
- Setting SLA
- Agent settings
- Wrap up time

Management Reports

Objective: To access and run the available Management reports producing key call 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

