

Netcall Training Course Profile

Liberty Converse Switchboard Operator



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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 Switchboard Operator

Duration

½ day (3hrs)

Course Overview

The objective of the Liberty Converse Switchboard Operator training course is for learners to understand the concepts and terminology of the Liberty Converse Switchboard software and to use the software as a typical operator would in day to day call processing.

Target Audience

The course is aimed towards staff who will use the Liberty Converse Switchboard software on a regular basis. The course can also be attended by staff responsible for delivering further training internally within their organisation.

Course Outcomes

By the end of the session learners will have a firm understanding of the Liberty Converse Switchboard software interface, be able to receive, complete and transfer calls according to the specific call requirement.

Prerequisites

There are no pre-requisites for this training course.

Course Content

Getting to know the application

Objective: *Log in to the application, familiarise yourself with the layout and manage your day*

- Log in to the application
- Navigate the application
- Dashboards
- Working with Busy Codes

Navigating and mastering the Directory

Objective: *Master Directory navigation and manage entity notes*

- Searching the Directory
- Master the Keyboard Shortcuts
- Contact Cards
- Notes

Handling Inbound and Outbound Calls

Objective: *Learn how inbound and outbound calls work using the mouse and keyboard*

- Receiving Inbound Calls
- Making Outbound Calls
- Mastering the Function Keys

Transferring Calls

Objective: *Learn how to transfer calls in different ways using your mouse and keyboard*

- Blind Transfer
- Introducing the call
- Master the Keyboard Shortcuts
- Camp On

Paging

Objective: *Understand the different paging methods, learn how to transfer callers to pager holders and what happens to callers when you do*

- MeetMe Paging
- Direct Paging

Priority Call Handling

Objective: *Learn how to answer Priority Calls and what happens to callers*

- Answering Priority Calls

Understanding Performance and Interaction History

Objective: *Learn how to access your profile to view your performance for today, historical interactions and understand the information displayed*

- Performance
- Interaction History