



## Times

Duration = 3 half-days

- 09:00am – 1:30pm AEST
- 11:00am – 3:30pm NZ

## Location

Webinar (Remote Delivery)

## Student Prerequisites

There are no prerequisites for this course, however, a basic understanding of contact centre terminology is an advantage.

Please advise your trainer if you wish to be set up with an account to access the Enghouse Interactive training videos available at <https://enghouse.litmos.com>

## Audience

- Contact Centre Managers
- Supervisors/Team Leaders
- Anyone tasked with the day-to-day administration of your Enghouse Interactive CC solution.

## Class Size

Maximum 8 per course

## Course Cost

AUS/NZ \$1,590 (ex GST) per person

Course Code: **CC-AW**

## Course Registration

To register please complete the registration form on our web site or email us at:

[apactraining@enghouse.com](mailto:apactraining@enghouse.com)

## Enghouse Interactive's Communications Centre Administration

**Course** teaches students how to understand the functionality and capabilities of their contact centre solution. This course is a critical starting point in building an effective contact centre and improving your customer experience.

This course is a remotely-delivered version of the 2-day condensed classroom course, designed for those who are unable to travel for classroom training. **This course does NOT cover Reports, Callback or Multimedia queuing. We recommend that this course is taken in conjunction with the online Reports workshop.**

## Course Outline

### Communications Centre Product Overview

- Modules, Functionality and Benefits

### Administrator Queuing: Configuring Call Flows

- Queue configuration parameters
- Queue Modes and Mode Scheduling
- Scheduling Holidays

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## ABOUT ENGHOUSE INTERACTIVE

Our suite of products has allowed over 10,000+ mid-market and enterprise organisations globally to increase their customer acquisition and retention. Our solutions have improved both customer service and contact centre operations, while enabling a better understanding of the voice of the customer.

### *Integrated Suite of Solutions*

Enghouse Interactive's integrated suite of solutions includes omni-and multi-channel contact centre, self-service, attendant operator consoles and workforce optimisation. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premises-based, through to private, public or community cloud and even hybrid requirements.

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## **Administrator Queuing: Announcements**

- Recording Announcements and using Announcements in Queues
- Progress Announcements
- Configuring Auto Attendant

## **Administrator Queuing: Configuring Delivery**

- Alerts > Groups > Totalling Queues
- Wrap-up Templates
- Agent Login Classes and Delivery Patterns (skills-based routing)
- Managing Agents (adding/removing)
- Setting up Break and Worktime Reasons

## **Administrator General**

- Companies > Departments
- Administrator Phonebook
- Overview of Security: Users and Classes; Functions vs. Objects

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