Enghouse Interactive's Quality Management Suite Remote Administrator Training Course teaches students how to administer QMS, create new users, search and play back recordings. This course will be delivered remotely via a live webinar giving students the ability to ask questions throughout the session.

Course Outline

- Log in and explore Interface and Toolbar icons
- Create and edit Users
- Understand the Flag, Security and Recording Profiles
- Search for and Playback Recordings
- Get an introduction or refresh overview on Agent Evaluation
- Learn to create Agent Evaluation Scorecards
- Define and run Evaluation Reports

Times

Duration = 2 hours
- 11:00am – 1:00pm AEST
- 1:00pm – 3:00pm NZ

Location

Webinar (Remote Delivery)

Student Prerequisites

None

Audience

- Contact Centre Managers
- Supervisors/Team Leaders

Class Size

Maximum 8 per course
Course Code: **QMS-RW**

Course Cost

AUS/NZ $540 (ex GST) per person

Course Registration

To register please complete the registration form on our web site or email us at:
apactraining@enghouse.com

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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