Venue
swcomms Exeter / Portchester or customer site
http://www.swcomms.co.uk/offices

Equipment required
Projector
White Board
PC with access to 8770 & Call Centre Supervisor software

Day 1 – 8770 Call Centre Distribution

Target Audience
IT Technicians & Network Administrators

Objectives
To enable administrators to have the ability to create and administer the Call Centre environment.

Program
- Create the call flow process
- Create and modify users
- Create and manage supervisors
- Create and manage Processing Groups [Agent, Forwarding, Voice Guide]
- Create and Manage Queues
- Create and Manage Pilots [including Stat Pilots]
- Create and Manage Multi-Line Agents [additional agent features]

Day 2 - Call Centre Supervision software

Target Audience
Call Centre Supervisors

Objectives
To be able to manage the Call Centre environment including Agents, Processing Groups, Pilots, Statistics and Calendars.

Program
- Describe Real Time Navigator and Call Flow Process
- Assigning Agents to Processing Groups
- Describe and Manage Call Distribution Rules
- Use of Calendar [Opening & Closing hours, Bank Holidays, Training Days & Christmas etc]
- Manage Voice guides for queuing messages
- Using the statistics [Running Reports & Auto scheduling reports to run]
- Customising the Call Centre Supervisor software [changing the parameters of the system]

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