

Help Desk Level 1 Support Course



Technical Training [CCHD100]

Enghouse Interactive – Partner and Customer Course

Overview

Partners and Customer Helpdesk representatives are a first point of contact when a user has an Enghouse Interactive Communications Centre-related question or a problem. To provide a professional response, a Helpdesk representative needs to be competent to answer “Tier 1” Level questions and know when and how to escalate a problem to “Tier 2” Support.

This online self-paced course teaches IT Helpdesk professionals how to troubleshoot, isolate and log CC related issues. The course provides an overview of CC architecture, CTI Services, Client Applications and the Enghouse Interactive Fault Management Procedure.

Delivery	Duration	Price
On-line	25-30 hours	AUS/NZ \$900 (ex GST) per person

Audience

This course is intended for IT Helpdesk/Support Professionals who are in charge of supporting end users using Enghouse Interactive CC solution, e.g.:

- Partner Helpdesk Support
- Customer Helpdesk Support

Objectives

Upon course completion participants will learn to:

- Act as first point of contact for CC end user support functions
- Log support calls received from end user
- Perform basic system diagnostics in order to isolate CC-related issues and collect relevant logs
- Escalate to L2 support following a documented escalation procedure
- Categorise, prioritise, track and route incidents reported by users

Upon course completion engineers will be qualified to support the following Enghouse CC modules:

CC/QMS Module	Level 1 [CCHD100]	Level 2 [CCSE200]
CC Voice Queuing (including Callback)	✓	
CC Email Queuing Integration	✓	
CC Web Chat Queuing Integration	✓	
CC Voicemail and Unified Messaging for Exchange (not applicable for SfB platform)	✓	
CC Snapshot (Real Time Statistics)	✓	
CC Redundancy	✓	
CC Client Applications (TouchPoint and TP Console)	✓	
QMS Server Maintenance	✓	
QMS User Support	✓	

Prerequisites

- Understand basics of CTI solution
- Basic networking: firewalls, ports, network layers and protocols
- Windows Operating System: services, user permissions, server updates
- SQL Server concepts and operation

Duration

Approximately 25-30 hours of self-paced learning

Delivery

Online self-paced learning using:

- Enghouse Interactive Learning Portal – Litmos®
- Enghouse Interactive Technical Library
- Enghouse Interactive Knowledge Base
- Instructor is available for Q&A via email (APACTraining@enghouse.com)

Assessment

Students are required to successfully complete Quizzes integrated into the online training modules. Enghouse Interactive Partner engineers need to pass the online exam to qualify as Certified L1 Support Engineer (Pass mark 85%).