



## Times

Duration = 3 Days

## Location

Will be advised upon registration

## 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 & reporting for your Enghouse Interactive CC solution.

## Class Size

Maximum 8 per course

## Course Cost

AUS/NZ \$2,250 (ex GST) per person

Course Code: **CC-AR**

## 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 & Reports Course

helps organisations maximise the full value of their contact centre solution. Administrators play a critical role in this, and that's why we've developed this intensive, hands-on training that is specifically designed for Administrators. It's an investment that delivers immediate as well as long-term payback in both contact centre efficiency and significantly improved customer service.

The Administration & Reports training course is integral to administering the very flexible Communication Centre system, and is designed to give students an in-depth knowledge of the solution functionality, and how to apply this to their own organisation.

## Course Outline

### CC Product Overview

- Modules, Functionality and Benefits

### Administrator Queuing: Configuring Call Flows

- Queue configuration parameters
- Queue Modes and Mode Scheduling
- Scheduling Holidays
- Multimedia Queuing (Email, Web Chat, Web Callback)

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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.

[www.enghouseinteractive.com.au](http://www.enghouseinteractive.com.au)



## **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

## **Standard Reports**

- Generating Reports
- Understanding Report Parameters
- Overview of most commonly run reports and interpretation of reporting data
- Exporting reports to Excel/CSV and PDF
- Saving preferred report parameters
- Scheduling Reports.

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