



Times

Duration = 4 hours

- 11:00am – 3:00pm AEST
- 1:00pm – 5:00pm NZ

Location

Live Webinar (Remote Delivery)

Student Prerequisites

None

Audience

- Contact Centre Managers
- Supervisors/Team Leaders

Class Size

Maximum 8 per course

Course Code: **WFS-RW**

Course Cost

AUS/NZ \$720 (ex GST) per person

Course Registration

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

apactraining@enghouse.com

Enghouse Systems Workforce Scheduler provides Contact Centre Supervisors with the ability to forecast contact centre requirements based on historical call traffic data, and then configure agent schedules.

Enghouse Interactive's Workforce Scheduler Remote Training

teaches students how to configure Agents and Queues to be used in the Workforce Scheduler.

Course Outline

- Log in and explore the WFS Interface
- Create and Edit Default schedules
- Create and Edit Forecast
- Adding Queues and Agents
- Understanding the colours
- Rearranging time slots
- Setting up Leave and Meetings
- Mixed Media

Course Outcome

After attending this live webinar the student will be able to

- Setup default schedules for each agent and queue
- Forecast the FTE requirements for each queue
- Modify agents' schedules to meet forecasting requirements

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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