

# Communication Center Admin Training



## Administration Foundation Course

The three-day Administration Foundation course is vital if you want to get the most out of your Enghouse Interactive contact center. Nobody knows your business as well as you do and nobody else will understand the unique problems you face getting calls answered in a timely manner and by the best agents. This class is designed for administrators of the Communications Center system (formerly known as Zeacom) and for contact center managers who want to improve the efficiency of their contact center and improve the caller experience.

Location: TBD • Date: TBD • [Enroll Here](#)



## Training Topics Include

### Contact Center Administration

- How proper queue administration can lower hold times
- Using skills based routing to make sure callers are routed to the most suitable agents
- Agent administration

### Advanced Announcements

- Using Auto Attendants effectively
- Using Progress Announcements to improve the customer experience while on hold
- Configuring Callback to improve customer service

### Security

- Limiting what staff has access to within the EICC/Zeacom system
- Class vs. User security; Functions vs. Objects

### Reports

- Is your contact center working at optimal efficiency? Where are you falling short?
- How to modify your call flows/delivery based on reporting metrics
- How to distinguish your good agents from the bad

### System Architecture and Licensing

- General overview of how the Zeacom server fits into your business infrastructure
- How client machines talk to the Zeacom server (and fixes to common problems)
- Licensing overview so you know what you have and what you don't

### Extras

- How to configure Snapshot templates
- Administrate the Quality Management Suite
- Unified Communications tips and tricks