

Enghouse Administration Intermediate/Advanced Training



Course Description

The four-day Administration Foundation course is integral to administering the Communications Center (CC) system. The course is designed to give you an in-depth knowledge of more advanced CC administration. Hands-on exercises will help you learn how to optimize your contact center for faster call handling and improved customer satisfaction.

Audience: Call center managers, IT managers, trainers

Course Outline

CC Overview

- How CC delivers calls (call routing)
- Using skills-based routing
- How agents use TouchPoint
- Understanding supervisor functionality

Contact Center Queues

- Companies vs. departments
- Creating and editing queues
- Working with agent login classes
- Delivery Patterns
- Configuring alerts, service level, modifiers and wrap up templates
- Introduction to Snapshot
- Out Dial and Auto Dial Queuing

Advanced Announcements

- Using auto attendants to distribute calls
- Using progress announcements, position in queue, and ETA in queues
- One touch keys
- Configuring and optimizing callback
- Auto reply announcement
- Multilingual announcements and call flows

Using and Configuring Survey

Advanced Reporting

- Deep dive into reports
- Reducing abandons and hold times based on reports
- Creating personal reports
- Scheduling reports
- Reporting on auto attendants
- Using Reports to troubleshoot

Multimedia

- Email
- Web Chat
- SMS
- Multimedia templates

Troubleshooting

- Troubleshooting tips
- Recognize and fix common issues

Security

- Security best practices
- Security classes vs. user security
- Functions vs. objects

Utilizing Queries in the Call Flow

- Customer Queries
- Query Database

[Enroll here](#)

2018 Training Dates:

Foundation 3-day course – September 24-26 – Chicago, IL

Intermediate 4-day course – October 8 -11 – Phoenix, AZ