

MiCC Administering your Contact Center Remote Leader-Led

Mitel Part Number

53008536

Scansource Part number

50278536

Duration

Up to 4 hours (includes customized content)

Overview

This course runs up to 4 hours. It is designed for technical support staff who are responsible for maintaining and configuring Contact Center Management software installed in an ACD licensed environment. Participants will review available resources, in-depth information on administration and configuration options, and best practices. This course is also offered as a module within the Contact Center I&M Certification course.

Equipment and Setup requirements

Customers wishing to participate in this training must provide the following:

- Internet Connection
- Access to a remote desktop sharing tool (Note: Mitel will provide access to tool(s), however it is the responsibility of the customer to ensure that they can access the tools prior to start of the scheduled class time)
- PC with the client software installed prior the scheduled class time
- Preferably a conference phone

Topics

The following topics are covered during this training:

- Agenda review
- Data Collection
- ACD Preamble
- Data Mining – ACD and SMDR Inspector Introduction

YourSite Explorer Configuration Orientation

- Overview of YourSite Explorer Application – Basic Functionality
- Media Server – Properties and configuration options
- Employee - Properties and configuration options
- Agent login – Relationship to Employee Devices
- Agent group – Primary and overflow group review
- Queue – Reporting and configuration settings
- Groups and Divisions – Purpose and How to create

Starting CCM

- Overview of basic functionality of Menus
- Overview of Help resources i.e. About, Contact info, Website KB help, PDF User Guides

Security Roles

- Basic parameters review and setup
- Advanced parameters review and setup



Data Mining - ACD Inspector

- Review of settings
- Running a search using provided Support Package Data
- Review of ACD data outcome

Data Mining SMDR Inspector

- Review of settings
- Running a search using provided Support Package Data
- Review of SMDR data outcome

Contact Center Client

- Network Monitors

Cancellation Policy for Remote Leader-Led Training

Please note that if you need to reschedule or cancel remote leader-led training you will be subject to a cancellation fee.

Classes cancelled or rescheduled within 10 business days will be required to pay 50% of the cost.

Classes cancelled or rescheduled within 5 business days will be required to pay 100% of the cost.

