

MiCC Multimedia Remote Leader-Led

Mitel Part Number

53003458

Scansource Part Number

50278559

Duration

Up to 2 hours for remote leader-led (includes customized content)

Audience

This course is intended for Administrators within your business, typically members of your IT department, who are responsible for configuring and maintaining the MiContact Center product. Employees within your Contact Center may also benefit from this session.

Topics Covered

- Adding MCC Employees
- Associating agents ID's to employees
- Configuring agents to use MCC
- Adding MCC Queues
- Specifying MCC options
- Agent actions in MCC
- Handling contacts
- MCC templates

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.

