

COURSE DESCRIPTION



Course Name: Cisco IPCC Agent

Course description:

This course is designed to facilitate the confident and proficient use of the Cisco IPCC Agent device. It will also demonstrate the extensive range of facilities the user can access within this product.

Training Technique:

- ▶ Verbal instruction
- ▶ Practical demonstration
- ▶ Practical exercises

Course Content:

After attending the course you will be able to use, configure and manage the following features and understand their application and benefits.

- ▶ Logging on (will include logging onto the system and group availability)
- ▶ Group availability
- ▶ Call Management techniques (will include receiving group calls, holding calls, utilising clerical time, group availability/unavailability, queue display information, conference calls, call qualification codes, volume control, function key programming and timer facilities)
- ▶ Logging off (will include logging off the system at lunchtime/home time)

Who should attend:

This course is designed for new call centre agents or any staff who will be required to work within a Cisco IPCC environment.

Pre-requisites:

- ▶ None

Cost:

On application

Duration: 1 Day

Location: Onsite

1 day's training will be divided into 4 sessions

Booking information:

To request a booking form and course availability telephone the Customer Training Department on 01403 244446 or email clienttraining.uk@damovo.com.