

# COURSE DESCRIPTION



**Course Name: 3300 ACD Administration**

**Course description:**

A hands-on course to manage the Automatic Call Distribution features and functionality within the Mitel 3300.

**Training Technique:**

Instructor led.

**What you will learn:**

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

**Who should attend:**

IT staff who manage the ACD element of their Call Centre.

**Course information:**

**Course content:**

- ▶ ACD terminology
- ▶ Planning and programming ACD
- ▶ Including staffing levels, call information
- ▶ Creating agent logins (Agent ID)
- ▶ Using the Agent Skill Group Assignment
- ▶ Path Assignment on the 3300
- ▶ Recorded Announcements (RADs) screen layout

**Duration: 1 day**

**Location: On site**

**Booking information:**

To request a booking form and course availability telephone the Client Training Department on 01403 244955 or email [clienttraining.uk@damovo.com](mailto:clienttraining.uk@damovo.com).