

COURSE DESCRIPTION



Course Name: Mitel Networks 6110 System Administration for Contact Centre Supervisors

Course description:.....

This is a hands-on course, suitable for those who need to manage the Contact Centre on a day-to-day basis

Training Technique:

Instructor led

Course Content:

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

- ▶ Programme the YourSite database
- ▶ Use SuperAdvisor to set up and run real time monitors
- ▶ Use and understand the differences in agent and queue monitors
- ▶ Manage messages on real time wallboards
- ▶ Run historical reports
- ▶ Run forecasts based on 'what if?' scenarios
- ▶ Use the features of the 6115 interactive package
- ▶ Run and configure AgentAdvisor/Agent Desktop

Who should attend:

System Administrators

Pre-requisites:

- ▶ MN3300 System Administration Course may be beneficial
- ▶ Familiarity with a Windows environment and Microsoft Excel

Cost:

On application

Duration: 1 day

Location: Onsite

Booking information:

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