

COURSE DESCRIPTION



Course Name: Mitel Networks 6160 Intelligent Queue (IQ) Administration

Course description:

This is a one or two-day 'add-on' module to the MN6110. To manage recorded announcements and messages on the 6160 server.

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.

- ▶ Set waiting times
- ▶ Record messages
- ▶ Programme CLI and DDI routing
- ▶ Set up voice call-backs and agent recording
- ▶ Create messaging plans

Who should attend:

Contact Centre Supervisors
System Administrators

Pre-requisites:

- ▶ MN6110 System Administration Course may be beneficial
- ▶ Familiarity with a Windows environment

Cost:

On application

Duration: 1-day basic or 2-day full course depending on options purchased

Location: Onsite

Booking information:

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