

COURSE DESCRIPTION



Course Name: Script Manager for the Solidus Contact Centre

Course description:

Solidus e-Care is a suite of server-based applications that enables consistent, efficient and unsurpassed customer interactive service. Solidus eCare is made up of eight core applications that facilitate improved personalised communication between your business and your customer. The Script Manager course will equip the delegate with the skills to competently and confidently configure call routing using scripts.

Training Technique:

- ▶ Verbal instruction
- ▶ Practical demonstration
- ▶ Explanations while delegates operate individual computer terminals
- ▶ Discussion and questions and answers

Course Content:

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

- ▶ Introduction (Script Manager positioning, overview of Script Manager, accessing Script Manager, applications new and delete, output fields, view, add and change, service groups, system messages and planning, testing and deploying an application)
- ▶ Building an application (open a call flow, set up application environment, icon palettes, adding commands to a call flow, moving and deleting commands, zoom and redraw, configuring the command icons and select and place connectors)
- ▶ IVR commands (basic IVR call flow using application environment, allocate resources, get DTMF, branch play message and service group and quit. Multi-menu IVR and interrupt, and more advanced IVR building)
- ▶ ODBC database & SQL servers (ODBC data sources and drivers, adding and configuring ODBC data sources, solidus data sources nextccdb, description of tables and SQL query builder)
- ▶ ODBC commands (SQL commands, connect, disconnect and execute, using caller input within a database query, using IVR condition commands and expressions, using the IVR PlayOF command and branching using the database results)
- ▶ Script building solutions (design a complete IVR solution including custom voice prompts, creating a service access and an IVR Script, planning a call flow and recording voice prompts)
- ▶ Desktop Manager DDE (using Desktop Manager to launch an executable application (MS Excel), adding triggers and using database and caller information)

Who should attend:

This course is designed for Supervisors, Team Leaders and Contact Centre Managers who are responsible for configuring, managing and controlling the Solidus eCare system.

Pre-requisites:

- ▶ Delegates must have completed the System administration course
- ▶ Experience of database and SQL query tools is recommended but not imperative.

Cost:

On application

Duration: 3 Days

Location: Horsham

The course runs between 10am – 4.30pm

Booking information:

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