

# COURSE DESCRIPTION



## Course Name: Solidus eCare 6 – Report Manager and Information Manager for Supervisors

### Course description:

Solidus eCare 6 is a multiple award-winning contact centre solution that enables consistent, efficient and reliable customer service across all media. Solidus eCare 6 is made up of eight core applications that facilitate improved personalised communication between your business and your customer. The Solidus Report Manager and Information Manager course will equip the delegates with the skills to competently and confidently manage the statistics

that are generated by the Solidus eCare 6 System both in Real-Time (Information Manager) and historically (Report Manager).

### 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.

- ▶ How to manage the various elements of a contact centre by using the data generated by Solidus 6
- ▶ Information Manager (logging on, menu bar and toolbar options, configuring IM preferences, viewing real time statistics for Service Access, Service Groups, Agent Groups, Agent details, managing the alarm log and programming the Virtual wall displays. Data can be viewed in many formats and layouts, both graphical and tabular and these can be saved for future use)
- ▶ Report Manager (logging on, configuring report preferences, viewing Call Detail Records and using templates in both tabular and graphical formats. Also covered will be how to configure user templates, generate one-time reports, schedule reports, print and file reports and setting exclusions and exemption periods)

### Who should attend:

This course is designed for Supervisors and Team Leaders who are responsible for administrating, managing and monitoring the Solidus eCare statistics.

### Pre-requisites:

- ▶ A good skill in computer literacy
- ▶ An active role in contact centre management

### Cost: On application

**Duration:** 1 Day

**Location:** Customer site

### Booking information:

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