

COURSE DESCRIPTION



Course Name: Solidus eCare 6 Updates

Course description:

Solidus eCare 6 is a multiple award-winning contact centre solution that enables consistent, efficient and reliable customer service across all media. Building upon the award winning solution platform, Solidus 6 offers greater flexibility, increased scalability and open standards. Highlighted in this release is the support for a multi tenanted contact centre and improvements to the management applications. The Solidus 6 System Update course will equip

the delegates with the skills to competently and confidently configure and manage Solidus 6 within the MD110 contact centre environment.

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.

- ▶ The changes in Desktop Manager voice and email (if applicable) (to include the new features such as: new user interface, Desktop options, associated Call Qualification Codes and preferred Agent call handling)
- ▶ Information Manager (changing Preferences, saving and configuring the new screen layouts and configuring the virtual wallboard)
- ▶ Report manager (inbuilt graphical reporting, viewing the templates as both graphical and tabular, configuring templates as both graphical and tabular and setting exclusion and exemption periods)
- ▶ Configuration Manager (how to configure the many new and enhanced features and functionality of Solidus 6, to ensure it is working at its full potential in the Contact Centre)

Who should attend:

This course is designed for Supervisors, Team Leaders and Contact Centre Managers who are responsible for configuring, managing and administering the new Solidus 6 system.

Pre-requisites:

- ▶ A good skill in computer literacy
- ▶ Experience of using Solidus ecare
- ▶ An active role in Contact Centre management

Cost: On application

Duration: 1 Day

Location: Horsham

Booking information:

To request a booking form and course availability telephone the Customer Training Department on 01403 244955 or email clienttraining.uk@damovo.com.