SOLIDUS eCARE CONFIGURATION MANAGER

The Solidus eCare Configuration Manager course is specifically designed to familiarise delegates with the programming principals and the different applications which make up the Solidus system, enabling them to make changes to the system configuration. Solidus eCare is made up of eight applications which if used efficiently will help develop a first class level of communication between your company and your clients. The Solidus Configuration Manager course will provide the delegates with the skills to competently and confidently configure Solidus on a daily basis within the MX-ONE Contact Centre environment.

This course can be carried out on Customers own sites, where the Instructor will help the Administrator configure some of the features to their own requirements.

Course Content

- Introduction
- Desktop Manager
- Supervisor assistance
- Service Group stats, messaging & options
- Preferences, Initiating phone calls
- Optional Modules if purchased:
  - Voice/email, call handling, CSR messaging, chat
  - CSR Skills, Tenants, Web Agent, Virtual agent
  - Customer profiles, Pushing web pages,console log
- Configuration Manager
- System Overview, Contact Centre Properties
- Configuring Service Accesses
- Welcome, Selection, Caller Input messages
- Permissions and Performance intervals
- Configuring Service groups
- Allocating Clerical time, Performance intervals
- Service Levels, Queue messages, Skills
- Preferred Agent routing & permissions
- Configuring Agent groups, threshold values
- Agent assignment, permissions
- Not Ready reasons/call qualification codes
- Configuring campaign calls & Script Building (for Campaign Calling - Not Script Manager)
- Displaying company logo in IM and RM apps
- Voice Announcements, recording messages
- Configuring the OAS message options
- Assigning announcements to service accesses and service groups
- OAS Integration
- Database Maintenance, backing up Report, Config and Registry data and Call details
- Purging information and restoring data

Training Technique

This training consists of explanations, demonstrations and practical exercises to ensure each delegate is confident and proficient in using all the functions that their new system has to offer.

Course Prerequisites

Delegates should be familiar with the Windows Applications system.
A good skill in computer literacy
- A good skill in computer literacy
- An active role in Customer Contact Centre

Who Should Attend?

This course has been designed for Supervisors, Contact Centre Managers, and other personnel expected to manage the Solidus Contact Centre.

Course Duration

1 Day

Max Delegates

4

Room Setup

1 x Handset for each Delegate
1 x PC for each Delegate
PC & Projector if 4 Delegates
Whiteboard / Flipchart