

SOLIDUS eCARE DESKTOP MANAGER FOR AGENTS



The Solidus eCare Desktop Manager course is specifically designed to familiarise delegates with the principals of the Solidus Desktop Manager application, which if used efficiently will help develop a first class level of communication between your company and your clients. Desktop Manager is a sophisticated application for enhancing call control within your organisation's contact centre. This course ensures the delegates have the skills to competently and confidently handle voice calls, emails, faxes and SMS messages within their Contact Centre utilising the Desktop Manager features and functions.

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

Course Content

- ❖ Introduction
- ❖ Overview of the Solidus eCare Application
- ❖ Logging onto Desktop Manager
- ❖ Menu options, accessing help
- ❖ Exiting Desktop Manager
- ❖ Configuration of Desktop Manager
- ❖ Basic features - initiating/receiving calls
- ❖ Using the directories
- ❖ Making yourself Ready/Not Ready
- ❖ Viewing skills and other logged on users
- ❖ Call management features
- ❖ Using the Call window for all types of calls
- ❖ Call status
- ❖ Legends of the call record & LED indications
- ❖ Answering calls, Holding calls
- ❖ Transferring calls,
- ❖ Conference
- ❖ Call Qualification codes
- ❖ Personal calls
- ❖ Requesting supervisor assistance
- ❖ Desktop messaging and diverting calls
- ❖ Call-backs and campaign calls
- ❖ Advanced supervisory features
- ❖ Forcing agent status
- ❖ Monitoring agents
- ❖ Providing assistance
- ❖ Desktop Manager Preferences
- ❖ Viewing real time statistics
- ❖ Skills based routing (Supervisors only)
- ❖ Changing skills of other users (")

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
- ❖ An active role in Customer Contact Centre

Who Should Attend?

This course has been designed for Supervisors, Customer Service Agents, and other personnel using the Solidus Contact Centre Desktop Application.

Course Duration

1 - 2½ hrs depending on facilities required to be covered, ie 1 hour for basic Agents, 2½ hour for Supervisors or Train the Trainer

Max Delegates

6

Room Setup

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