

SOLIDUS eCARE INFORMATION MANAGER



The Solidus eCare Information Manager course is specifically designed to familiarise delegates with the Information statistics and the different applications which make up the Solidus system, enabling them to manage the system efficiently. Solidus eCare is made up of eight applications which will help develop a first class level of communication between your company and your clients. The Solidus Information Manager course will provide the delegates with the skills to competently and confidently manage 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
- ❖ Information Manager
- ❖ Configuring Preferences
- ❖ Customising Data layouts
- ❖ Graphical or Tabbed Layouts
- ❖ Viewing Real time stats for:
 - ❖ Service Access
 - ❖ Service Groups
 - ❖ Agent Groups
 - ❖ Agent details
- ❖ Managing the alarm log
- ❖ Programming Virtual wall displays
- ❖ **Note:** This course can be combined with Solidus Report Manager if required

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, Contact Centre Managers, and other personnel expected to manage the Solidus Contact Centre.

Course Duration

1 Day (Can be added to Report Manager)

Max Delegates

4

Room Setup

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