

Webex Contact Centre

Course title	Overview of Agent Desktop
Duration	90 minutes
Number of attendees	Up to 12 people per session
Course type	End user (Agent/Supervisor) scheduled interactive training.
Course code	UA-WxCC-001
Remote training requirements	<ul style="list-style-type: none">• Sessions will be hosted using MS Teams or Cisco Webex Meetings.• Attendees must have access to a PC/ Laptop that can access MS Teams or Cisco Webex Meetings.

Training description

This training is designed to understand how Webex Contact Centre makes it simple for agents and supervisors to handle calls from queues, reporting and analytics etc. The session gives an overview of how to log into queues, handle calls, accept/respond to inbound calls via Agent Desktop and tips for best practices to enhance productivity etc. We'll open for Q&A once the demo is complete.

Training synopsis

- 1) Webex Calling desk phone/App softphone
 - Sign in, guided tour.
 - Signing into Softphone profiles.
 - Signing into Agent Desktop.
 - Overview and Interaction between both applications.
- 2) Agent Desktop (Voice Channel).
 - Overview of Agent Desktop.
 - User Profile - change availability State, change your team (if applicable), enable/disable notification settings.
 - Manage Voice calls – Hold/Resume/Transfer/Consult call/Conference.
 - Make outbound calls.
 - End Call / Wrap up reasons.
- 3) Agent Desktop (Digital Channel)
 - Manage Chats
 - Manage Emails
 - Manage WhatsApp conversations.
 - Manage Facebook Messenger conversations.
 - Manage SMS conversations.
 - Completing open contacts
 - End Call / Wrap up reasons.
 - Sign out from the desktop.
- 4) Best practices and tips.
- 5) Q&A – 15 minutes (towards the end of the session).

Course title	Overview of Supervisor Portal
Duration	120 minutes
Number of attendees	Up to 8 people per session
Course type	End user (Supervisor)- Scheduled interactive training.
Course code	UA-WxCC-002
Remote training requirements	<ul style="list-style-type: none"> • Sessions will be hosted using MS Teams or Cisco Webex Meetings. • Attendees must have access to a PC/ Laptop that can access MS Teams or Cisco Webex Meetings.

Training description

This training is designed to understand how Webex Contact Centre makes it simple for agents and supervisors to handle calls from queues, reporting and analytics etc. The session gives an overview of how to view/manage user types/profile, monitor calls, create reports etc. We'll open for Q&A once the demo is complete.

Training synopsis

- 1) Signing into the Portal.
- 2) Overview of Supervisor Portal.
- 3) Overview of dashboard.
- 4) Functions available (role dependent)
- 5) View & manage user types & profiles (role dependent).
- 6) Call Monitoring
 - Monitor calls.
 - Coach an agent.
 - Barge in
 - Call monitoring information
 - Monitoring schedules.
- 7) Call Recording
 - Create or edit a recording schedule.
 - Delete a recording schedule.
 - Recording management.
- 8) Reporting – Visualization
 - Stock reports.
 - Run a visualization.
 - Modify report attributes.
 - Create visualizations.
 - Define filters.
 - Customize report summary.
 - Import/Export report templates.
- 9) Signing out.
- 10) Q&A – 15 minutes (towards the end of the session).

Course title	Overview of Administration Portal
Duration	180 minutes
Number of attendees	Up to 4 people per session
Course type	Administrator - Scheduled Interactive training.
Course code	UA-WxCC-003
Remote training requirements	<ul style="list-style-type: none"> • Sessions will be hosted using MS Teams or Cisco Webex Meetings. • Attendees must have access to a PC/ Laptop that can access MS Teams or Cisco Webex Meetings.

Training description

This training is designed to understand how to use the management portal to configure settings for agents and supervisors. The session gives an overview of how to manage users, manage agent profiles, and other advanced admin functions etc. We'll open for Q&A once the demo is complete.

Training synopsis

- 1) Overview and signing into the management portal
 - Management Portal Components
 - Dashboard
 - Access Audit Trail Reports
- 2) User Management – Control Hub
- 3) License management
- 4) Agent / Supervisor / Administrator
- 5) Provisioning
 - About Sites, Teams, Entry Points, and Queues
 - Managing Users
 - Managing User & Agent profiles
 - Address book
 - Desktop Layout
 - Skills
- 6) Reporting & Analytics
- 7) Routing strategy overview
- 8) Call Monitoring & Recording
 - Monitor
 - Schedule
 - Management
 - Creating call flows
- 9) Q&A – 15 minutes (towards the end of the session).

Product offering

- Number of sessions offered: 3.

Session Title	No. of sessions
Overview of Agent Desktop	1
Overview of Supervisor Portal	1
Overview of Administration Portal	1

- Training will be delivered over one full day. Training can't be split across days unless agreed with the User Adoption Specialist.
- Recording of the live session will be shared.
- A generic end user guide will be shared after the session has been delivered.
- Session will be delivered in English between 8 am – 5 pm UK time.