Webex Customer Assist

Course title	Overview of Webex Customer Assist (For Supervisors/Administrators)
Duration	**Half Day for Basic Introduction / Full Day for detailed customised training (Including 15 minutes Q&A)**
Number of attendees	**Up to 6 people per session**
Course type	Supervisor/Admin - Scheduled interactive training.
Course code	**UA-WCA-001**
Remote training requirements	• 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 effectively use and configure Webex Customer Assist.

Training synopsis

1) Getting Started
   - Signing in.
   - Changing your Agent status.
   - Call Window Settings.
   - Overview of the Interface.
2) Managing calls
   - Answering calls.
   - Placing a call on hold.
   - Transferring a call (Attended/ Blind).
   - Conference calls.
   - Access call history
   - View current calls
   - Monitor calls in queue.

3) Supervisor Functions
   - Overview of the Interface.
   - Overview of call queue supervisor functions.
   - View an Agent's statistics.
   - Manage Agents in Queues.
   - View Realtime Call Queue Analytics.
   - View Historical Data for Queues.
4) Administration Functions
   - Log into Control Hub.
   - Creating a new queue.
   - Editing an existing queue.
   - Add or remove agent from a queue.
   - Assign or unassign agents to a supervisor.

Webex Customer Assist

Course title	Overview of Webex Customer Assist (For Agents)
Duration	75 minutes (Including 15 minutes Q&A)
Number of attendees	Up to 10 people per session
Course type	End user (Agents)- Scheduled interactive training.
Course code	UA-WCA-002
Remote training requirements	• 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. • Can be delivered as 2 x sessions in a Half Day or 4 x sessions across a Full Day. • Half Day Prep may be required for new customers.

Training description
This training is designed to understand how to effectively use Webex Customer Assist.

Training synopsis

5) Getting Started
- Signing in.
- Changing your Agent status.
- Call Window Settings.
- Overview of the Interface.

6) Managing calls
- Answering calls.
- Placing a call on hold.
- Transferring a call (Attended/ Blind).

- Conference calls.
- Access call history
- View current calls
- Monitor calls in queue.