

Arc Training - AT-DSK

Arc Technical Helpdesk - 2 Days



training course outline

Pre-requisites:

Delegates will have a good working knowledge of Cisco Unified CallManager IP Telephony and associated applications. A sound knowledge of IT administration such as client server management, SQL server and computer telephony integration would also be advantageous.

Intended Audience:

Helpdesk personnel who are involved in supporting Cisco IPT end customers by providing tier one technical support in order to resolve customer queries.

Overview:

The course will provide a comprehensive overview of the Arc Enterprise Console and associated applications with particular emphasis on user interfaces, system management, diagnostics and reporting. Live examples and scenarios will be discussed to assist delegates in understanding common questions and customer requirements.

Course Content

System overview

Call routing – How calls are routed into arc.

Queue configuration – Setting priority queues

Setting alternative queue destinations

- Number of agents
- Max call waiting time
- Max number of calls in queue
- Emergency mode

Adding entries to the directory.

Directory import/export methods

Tagging calls to provide extra information.

Adding users and assigning them privileges.

Setting break hours and destinations

Assigning completion and reason codes

Setting up directory shrink mechanisms

Assigning salutations

Multi location console configuration

Defining queue priorities

Recording voice messages

Setting up in-queue messaging

Designing a voice script.

Constructing a voice session

Logging users out of queues

Taking queues out of service



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