

Arc Training - AT-ENT

Arc Technical Enterprise - 4 Days



training course outline

Pre-requisites:

Delegates will have the relevant Cisco CIPT qualification relating to Cisco Unified CallManager. Appropriate IT skills are necessary to install software in a client server environment as well as installation and configuration of SQL server. General experience relating to telephony applications such as operator consoles, ACD and CTI would be an advantage.

Intended Audience:

Technical Business Partner personnel who are involved in installing and supporting Arc Enterprise Console and supplementary software modules.

Overview:

The course will cover Arc Enterprise Console configuration plus how to configure Arc in a variety of different scenarios to ensure the installation meets end user requirements. In addition, a fourth day is included which covers the Arc Call Connect, Supervisor, Wallboard and Voice Connect.

Course Content

System

- System overview
- Call routing into Arc
- Loading Software
- System Configuration
- Setting up queue
- Adding entries to the directory.
- Directory import & export
- Adding extra information to calls.
- Adding Users.
- Setting break hours and destinations
- Multiple locations.
- Recording voice messages
- Setting up 'In queue messaging'
- System resilience
- Whisper paging
- Personal call park
- Logging users out of queues
- Taking queues out of service

Reporting

- Supervisor tool overview
- Sending & deleting messages
- Live reporting
 - Setting alarms and thresholds
 - Adding new graphs and charts
 - Customising the view
- Call reports
- Optimising your system with reports
- Producing graphs and charts
- Logging users out of queues
- Taking queues out of service



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