

Arc Training - AT-UPG2

Technical Arc Upgrade - 2 Days



training course outline

Pre-requisites:

Delegates will have attended technical training courses for early versions of Arc Console and have experience of installation and maintenance of Arc console in live scenarios.

Intended Audience:

Technical Business Partner personnel who have been involved in installing and supporting Arc Enterprise Console and supplementary software modules within their existing client base.

Overview:

The course will cover the differences between Arc Console version 2 through to the latest version of Arc Enterprise Console and enhancements such as whisper paging, directory integration and presence management. In addition, it will cover the procedures involved in performing a system upgrade.

Note: This course is an alternative to the AT-UPG course which will cover version 3.1.5 onwards.

Course Content

System overview

Call routing into Arc

Optimising bandwidth using resource groups

System configuration

Setting alternative queue destinations

Directory import/export methods including active directory

Setting up directory shrink mechanisms

Assigning salutations

Configuring console to operate in multiple locations

Assigning queue priorities

System resilience

Whisper paging

Personal call park

Calendar integration

Presence management

Recording voice messages

Setting up in-queue messages

Configuring up a voice script

Designing up a voice session



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