

Arc Technical Helpdesk Training - 2 Days

Intended Audience:

This course is designed for 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 ARAC 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.

Pre-requisites:

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



Summary:

The course will be in a workshop format and focus on providing hands-on training enabling the delegate to be confident in the Technical Installation of the Arc system.

Course Content

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| System overview | Assigning completion and reason codes |
| Call routing – how calls are routed to ARC | Setting up directory shrink mechanisms |
| Queue configuration – setting priority queues | Assigning salutations |
| Setting alternative queue destinations <ul style="list-style-type: none"> • Number of agents • Max call waiting time • Max number of calls in queue • Emergency mode | Multi location console configuration |
| Adding entries to the directory | Defining queue priorities |
| Directory imports/export methods | Recording voice messages |
| Tagging calls to provide extra information | Setting up in-queue messaging |
| Adding users and assigning them privileges | Designing a voice script |
| Setting break hours and destinations | Constructing a voice session |
| | Logging users out of queues |
| | Taking queues out of service |