

Arc Technical Upgrade Training to V. 5 - 2 Days

Intended Audience:

This course is designed for 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 (version 5) and enhancements such as Whisper paging, directory integration and presence management. In addition, it will cover the procedures involved in performing a system upgrade

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.



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 | System resilience |
| Call routing into ARC | Whisper paging |
| Optimising bandwidth using resource groups | Personal call park |
| System configuration | Calendar integration |
| Setting alternative queue destinations | Presence management |
| Directory import/export methods including active directory | Recording voice messages |
| Setting up directory shrink mechanisms | Setting up in-queue messages |
| Assigning salutations | Configuring up a voice script |
| Configuring console to operate in multiple locations | Designing up a voice session |
| Assigning queue priorities | Taking queues out of service |