

Arc Agent Training – 1 Day

(Three x 2 hr sessions; timings as below; up to 4 delegates per session)

Pre-requisites:

Delegates should be computer literate with basic keyboard and mouse skills.

Intended Audience:

This course is designed for personnel whose main function is to answer and distribute incoming calls for the Call Centre. A maximum of four delegates can be trained at each session which lasts 2 hours (session timings 09:00-11:00, 11:15-13:15, and 14:00-16:00).

Overview:

This course will enable an agent to take full advantage of the Arc Enterprise Agent extensive feature set to ensure incoming call traffic is answered and distributed in the most efficient manner.



Course Content

• **Introduction**

- Arc Agent overview
- Login
- The operating screen
- Symbols and icons

• **Agent Options**

• **Call Control**

- Select a Call
- Answer a Call
- Clear a Call
- Transfer a Call
- Hold a Call
- Dial a number or extension
- Using the Directory

• **Preferences**

• **Messages**

Summary:

The course will be in a workshop format and focus on providing hands-on training for agents, enabling them to be confident in all aspects of the Arc Agent application