

## Arc Agent Supervisor (Call Connect) Training - 1 Day

### Pre-requisites:

Delegates should be computer literate with basic keyboard skills. Previous experience of managing and administering Queues and Agents is advantageous but not essential.

### Intended Audience:

This course is designed for personnel whose main function is to manage and administer call traffic and agent positions.

### Overview:

This course will enable a supervisor to take full advantage of the Arc Supervisors' extensive feature set and to interpret system reports. This ensures dynamic changes to the system setup can be made to guarantee incoming call traffic is answered and distributed in the most efficient manner for the Call Centre. A maximum of three delegates can be trained.



## Course Content

### • Introduction

- Supervisor overview
- Logging on
- Explaining the screen

### Arc Connect

- Monitor templates
- Reports
- Online Updates

### Arc Call Connect

- Monitor templates
- Reports & Graphs
- Online Updates

### \* Voice Connect

- Monitor Templates
- Reports
- Graphical Analysis
- Online Updates

### \* Wall Boards

- Overview
- Templates
- Online Updates
- Messages
- Alarms

### Summary:

The course will be in a workshop format and focus on providing hands-on training for supervisors, enabling them to be confident in managing and administering Arc Enterprise Call Connect for Call Centres/Agents

\* Optional if purchased