

Arc Supervisor (Console) Training – 1 Day

Pre-requisites:

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

Intended Audience:

This course is designed for personnel whose main function is to manage and administer call traffic and operator 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. A maximum of three delegates can be trained in one day.



Course Content

• Introduction

- Supervisor overview
- Explaining the screen
- Logging on

Arc Connect

- Monitor templates
- Reports
- Online Updates

Console Connect

- Monitor Templates
- Reports
- Graphical Analysis
- Online Updates

*Optional (if installed)

Summary:

The course will be in a workshop format and focus on providing hands-on training for switchboard supervisors, enabling them to be confident in managing and administering Arc Enterprise Console.

***Voice Connect**

- Monitor Templates
- Reports
- Graphical Analysis
- Online Updates