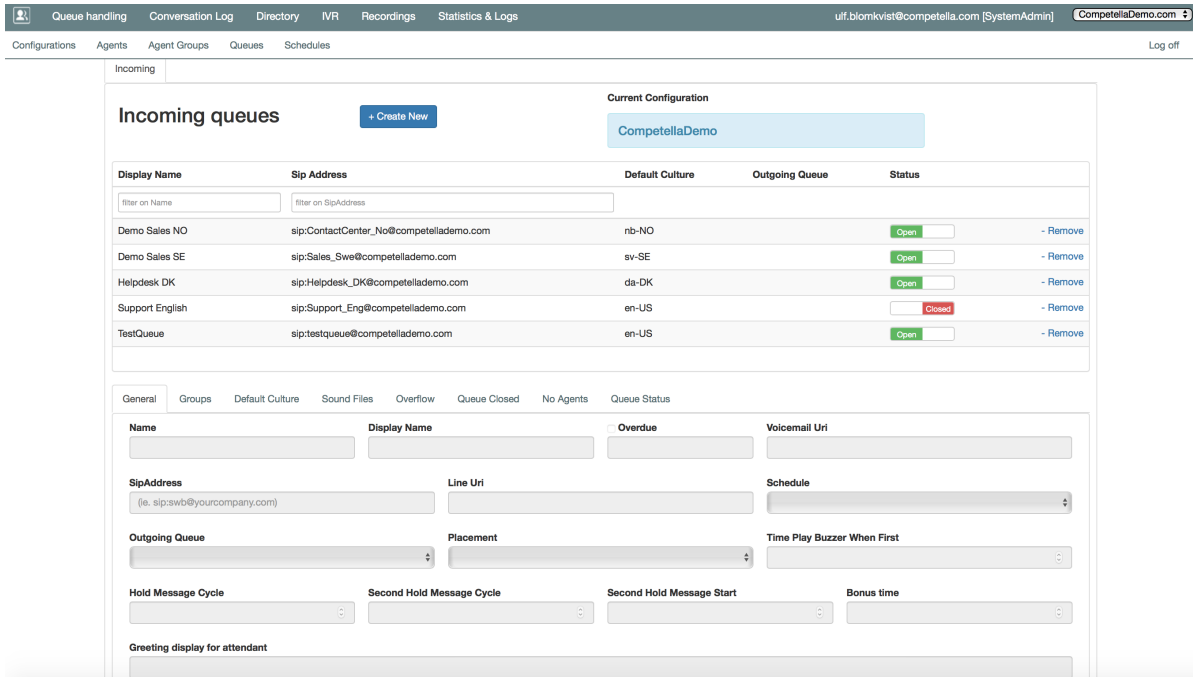


## Online Admin Basic



The screenshot shows the 'Incoming queues' configuration page in the Competella Admin interface. The page has a navigation bar at the top with links for Queue handling, Conversation Log, Directory, IVR, Recordings, and Statistics & Logs. The user is logged in as 'uf.blomkvist@competella.com [SystemAdmin]'.

The main content area is titled 'Incoming queues' and features a '+ Create New' button. Below this is a table listing existing queues:

Display Name	Sip Address	Default Culture	Outgoing Queue	Status
Demo Sales NO	sip:ContactCenter_No@competellademo.com	nb-NO		Open
Demo Sales SE	sip:Sales_Swe@competellademo.com	sv-SE		Open
Helpdesk DK	sip:Helpdesk_DK@competellademo.com	da-DK		Open
Support English	sip:Support_Eng@competellademo.com	en-US		Closed
TestQueue	sip:testqueue@competellademo.com	en-US		Open

Below the table is a form for creating a new queue, with tabs for General, Groups, Default Culture, Sound Files, Overflow, Queue Closed, No Agents, and Queue Status. The form includes fields for Name, Display Name, Overdue, Voicemail Uri, SipAddress, Line Uri, Schedule, Outgoing Queue, Placement, Time Play Buzzer When First, Hold Message Cycle, Second Hold Message Cycle, Second Hold Message Start, Bonus time, and Greeting display for attendant.

Target group: Admin users.

Prerequisites: The participant is a new admin user and has a login the Competella Management Tools.

Content: This course provides basic knowledge about setting up and configure the Competella system using the Competella Management Tools. The course is performed online and includes practical training how to create queues, agent groups and add agents.

The goal with the training is that you should be able to make basic setup and administration of your Competella Contact Center or Attendant Console system.

The training is adapted to the customer's need and includes:

- Add and change incoming queues
- Add and change agent groups and agents
- Manage schedules
- Record voice files
- Setup overflow actions and forwarding

Length: 3 hours

Language: Norwegian/Swedish or English