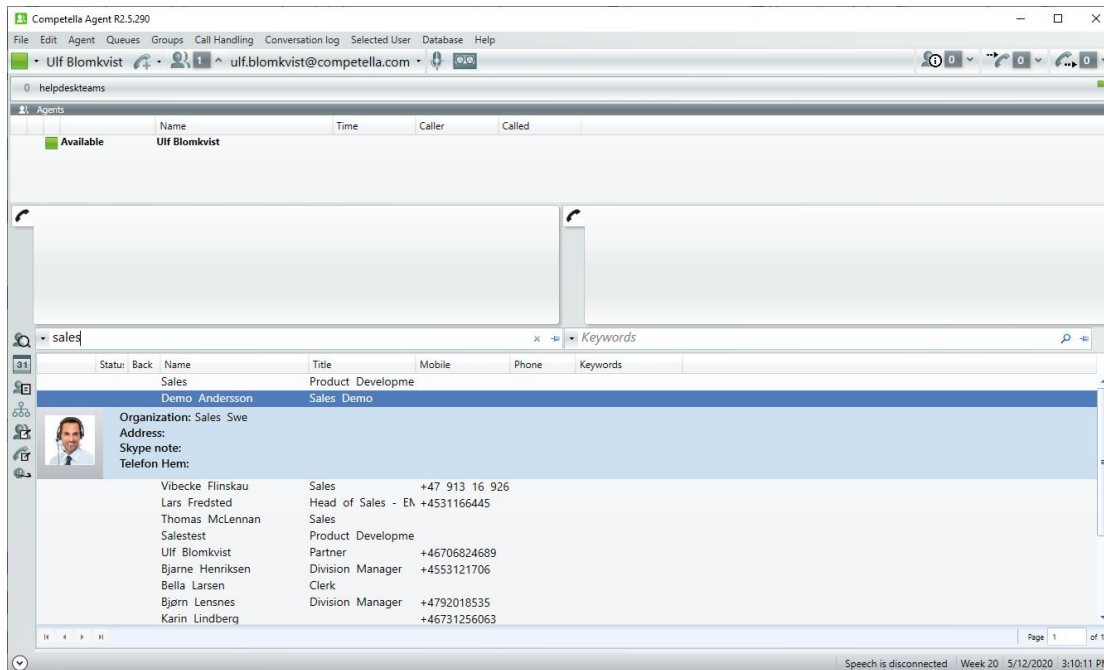


Online Agent and Attendant Basic



Target group: All users of Contact Center and switchboard.

Prerequisites: The training requires that all participants have a Competella Attendant Console or Contact Center Enterprise Agent license. We also recommend using a numeric keyboard.

Content: This course provides training for Contact center agents and switchboard attendants. The course is performed online and includes practical training how to use of the Competella Multimedia agent for Teams.

The goal with the training is to give you a basic knowledge how to answer incoming calls and provide service to your customer using the functions and utilities provided in the Competella Agent client.

The training includes:

- Introduction
- Login, get acquainted with the user interface and features
- Main screen - configuration
- Help functions
- Activate / deactivate status on the switchboard / agent
- Basic call handling
- Search methodology (simple and advanced)
- Activities and calendar function
- Info function

Length: 3 hours

Maximum 5 participants



Language: Norwegian/Swedish or English