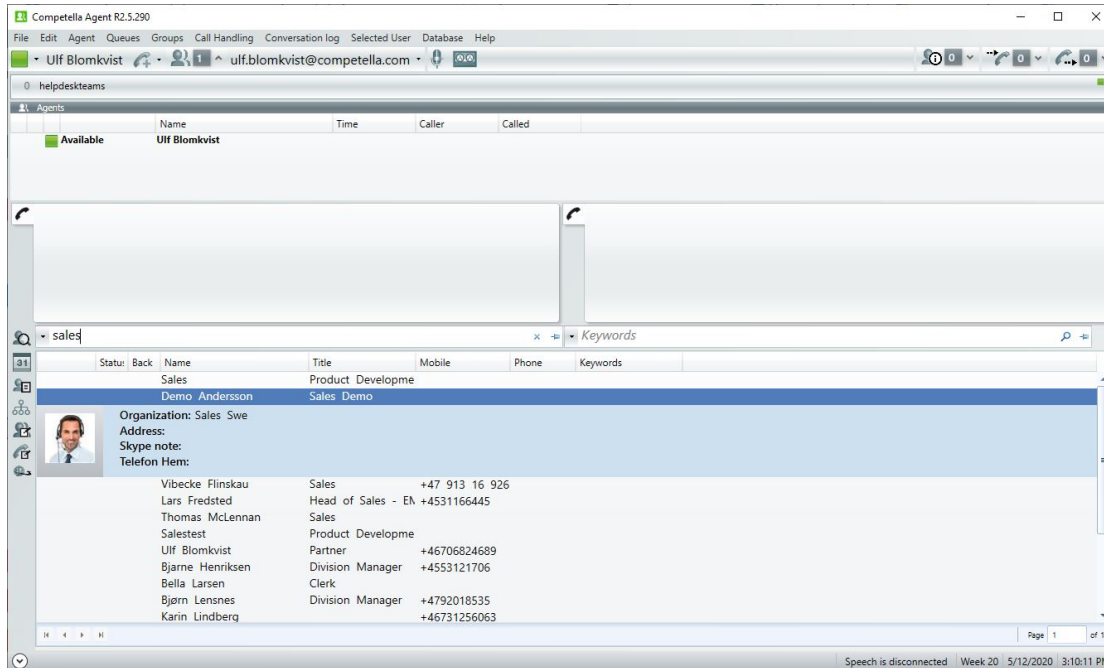


## Online Agent and Attendant Startup



Target group: All users of Contact Center and switchboard.

Prerequisites: It is recommended that you have participated in the Competella Online Agent and Attendant Basic course or have correspondent knowledge. The participants should know how to share their screen in Teams, in order to help in the best way if you run into problems.

Content: This course provides support during the first day when starting to use the Competella Contact Center or Attendant Console. You will get practical instructions how to answer and service calls, tips how to perform efficient call handling and help if you run into problems. The course and the support will be provided online using Teams.

The goal is that you should have a smooth and easy first day using the Competella system and a kick start and best practice how to use the functions and utilities provided in the Competella Agent client.

Length: 3 hours

Language: Norwegian/Swedish or English