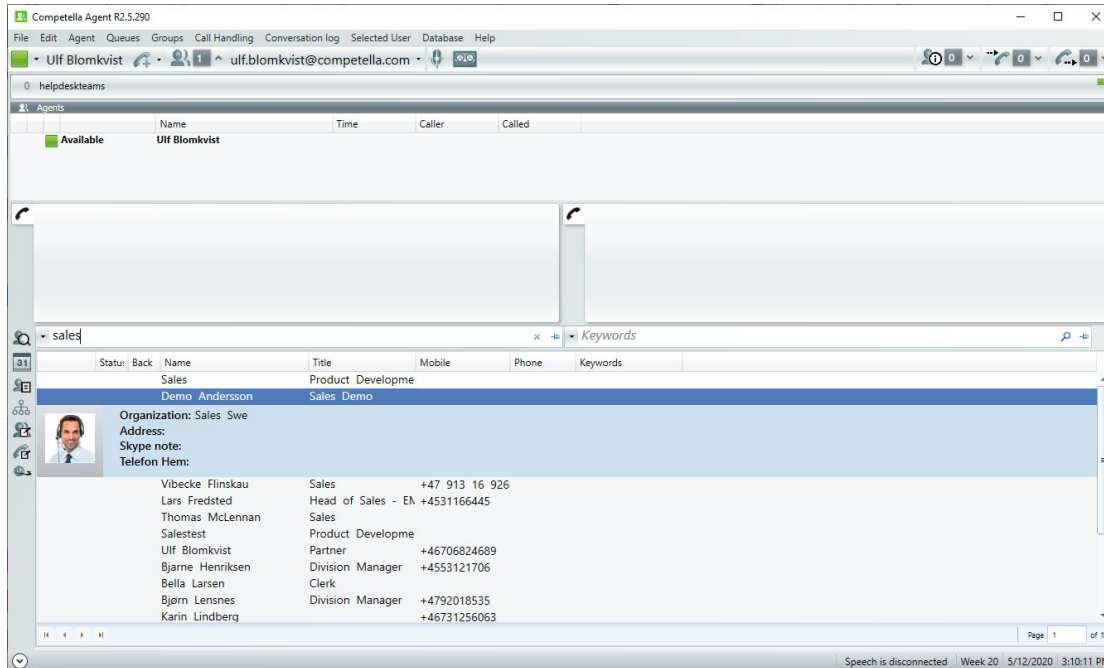


Online Agent and Attendant Update



Target group: This course is for customers that already are using the Competella Contact Center or Attendant Console and is especially useful when changing from Skype for Business to Teams.

Prerequisites: The participant is a skilled user of Competella Contact Center or Attendant Console in Skype for Business.

Content: The course is adapted to the customer's need and you will get an update about new and changed functionality, review basic and advanced functionality and best practice how to provide efficient service. The course is performed online as a workshop using the customers Competella system setup.

Length: 3 hours

Language: Norwegian/Swedish or English