

# MICC Solidus V9 Web Manager

## Description

MICC Solidus v9 is a suite of server-based applications that enable consistent, efficient and unsurpassed customer interactive service. MICC Solidus Web Manager is a web-based supervisory tool which call centre supervisors & managers can use out of the office to still maintain management of the contact centre. The MICC Solidus v9 Web Managers course will equip delegates with the skills to competently and confidently configure and manage MICC Solidus v9 when they are outside of the contact centre environment.

## Prerequisites

- A good skill in computer literacy
- An active role in contact centre management
- An interest in contact centre management

## Training Technique

- Verbal instruction
- Explanations while delegates operate individual computer terminals
- Discussion and questions and answers

## Who Should Attend

This course is designed for supervisors, team leaders and contact centre managers who are responsible for configuring, managing and administering the MICC Solidus system.

## What will you learn

- MICC Solidus V9 Overview
- Web Manager

## Duration

1 day



## Web Manager

- MICC Solidus Overview
- Logging on
- Service Group configuration
- Agent Group configuration
- Wall Display Screens
- User configurations
- Configuring not ready reasons
- Skills configuration
- Skill templates
- Call qualification codes
- Call qualification code templates

