



Solidus e-Care System Management

Description

Solidus eCare is a suite of server-based applications that enable consistent, efficient and unsurpassed customer interactive service. Solidus eCare is made up of eight core applications that facilitate improved personalised communication between your business and your customer. The Solidus Contact Centre Management course will equip the delegates with the skills to competently and confidently configure and manage Solidus eCare within the MDI I0/MX-ONE TSE/TSW 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 managing and administering the Solidus eCare system.

What will you learn

- Desktop Manager
- Information Manager
- Report Manager
- Configuration Manager
- Integrated Voice Recording

Duration

2 day

Desktop Manager/BluStar Agent

- Logging on
- Make Ready/Not Ready
- Dial options
- Skills
- Call Handling
- Force Agent Status
- Monitor Agent
- Real-time Statistics
- Desktop Messaging
- Desktop Manager preferences

Information Manager

- Real-time display – Service Access, Service Groups, Agent Groups and Agents
- Alarm Log
- Customizing Information Manager
- External Display Messaging
- Virtual Wall Display

Integrated Voice Recordings

- Using Media Message Tool to record & play back Voice recordings
- Adding New Messages in OAS
- Assigning Messages to Service Access & Service Groups

Report Manager

- System Templates
- User Defined Templates
- Sharing Report Template
- Graphical & Tabular reports
- Report Generation
- Report Schedules
- Report Files
- Sharing Report Files
- Call Detail Records

Configuration Manager

- Set-up, Amend, Delete Service Accesses, Service Groups and Agent Groups
- Set-up and assign Skills
- Configure User Types
- Set-up, Amend, Delete Agents
- Call Qualification Codes
- Not Ready Reasons
- OAS Resources
- Call Campaigns