



# Solidus e-Care System Supervisor

## 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 Supervisor course will equip the delegates with the skills to competently and confidently supervise and manage users & reports using the Solidus e-Care applications.

## 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 and team leaders who are responsible for managing call centre staff and producing historical report data.

## What will you learn

- Desktop Manager/BluStar Agent
- Information Manager
- Report Manager

## Duration

1 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

## Report Manager

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

