

TOP LOC 1802 MiCC Enterprise Supervisor Training (Enduser)

The course is designed for service partners and call center supervisors who need a technical and detailed understanding of the MiCC Enterprise Reporting Manager.

Target Group

Call Center Supervisors

Requirements

The MiCC Enterprise Supervisor should have some basic understanding of different operating and reporting systems.

Your Benefits

After attending the course the supervisor will be able to use, configure and manage the MiCC Reporting Manager.

Methods

Instructor Leader Led/ILL: Physical classroom environment

Remote Leader Led/RLL: Virtual classroom environment

Hybrid: ILL or RLL. You can attend the course on-site or remotely.

Equipment and Setup Requirements for Remote Leader Led Training:

- | One PC headset for conference audio
- | Either, one PC/Laptop with two screens attached or two PC/Laptops (one screen will be used for the video conference interaction and the second will be used to access equipment and complete practical exercises)
- | Four Mitel SIP phones (68xxi/69xx series)
- | One Layer 2, PoE Switch to support the IP Phones High Speed Internet connection. 2 Mbps download and 400 Kbps upload minimum recommended speeds. A Mitel/Aastra power supply for the SIP phone is also acceptable.

Equipment for class needs to be set up in a quiet environment for the best learning experience. Students must also have access rights to install software on the PC(s) for purposes of the lab environment. Notification and information regarding Teleworker IP addressing and URLs will be communicated to the student by the Instructor prior to class start date.

Key Features

Day 1

- | MiCC Enterprise Overview
- | Agent Settings and Customization
- | Agent Supervisor Settings
- | Understanding Reporting and Routing Basics

Day 2

- | Data Collection and Database Overview
- | Statistical Events and Calculations
- | Realtime and Historical Statistics
- | Information Manager Overview

Day 3

- | Information Manager Reports and Details
- | Report Manager Overview
- | Report Manager Reports and Details
- | Customized Reporting Options

Events

Dates on request

Duration

3 Days

Certificate

TOP Certification

Contact Person



Natalie Frisch

Tel: +49 911 40 905 303

Mobil: +49 163 8528013

natalie.frisch@topbusinessgmbh.com
