

TOP LOC 162023 MICC Enterprise Agents for End-User

The course is aimed at call centre agents/end-user who need a detailed understanding of the MiCC Enterprise application.

Target Group

Call-Center Agents

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 telephone capable of hands-free or headset operation with mute capability. This will be used for Audio Conferencing.
- | Two PCs or one PC with dual screens.

Further information will be provided prior to the start of the course.

Key Features

Day 1

- | MiCC Enterprise Agent Overview
- | MiCC Enterprise Agent Call Window
- | MiCC Enterprise Agent Status Operations
- | MiCC Enterprise Agent Call Management Voice

Day 2

- | MiCC Enterprise Agent Media Management
- | MiCC Enterprise Agent Features and Settings
- | MiCC Enterprise Agent Statistics
- | MiCC Enterprise Agent Troubleshooting

Events

Duration

2 Days

Certificate

TOP Certification

Contact Person



Natalie Frisch

Tel: +49 911 40 905 303

Mobil: +49 163 8528013

natalie.frisch@topbusinessgmbh.com
