

MiCC Business Agent (Ignite) Remote Leader-Led

Mitel Part Number

50278544

Scansource Part Number

50278544

Duration

1 hour

Audience

This course is designed for supervisors and agents who will be using the Ignite Web Client to handle multimedia contacts.

The course covers logging into Ignite and handling contacts over various media types.

The course starts with a quick overview of the functions of Ignite and features of the Ignite Web Client and a walk-through of the User Interface. It proceeds to cover in entirety how to handle interactions through email, chat, SMS, calls and open media.

Topics Covered

- Logging in and out of Ignite
- Navigating the Ignite User Interface
- Managing Web Ignite Options
- Viewing, Organizing and Searching and Managing Contacts
- Viewing, Organizing and Searching and Managing Cases
- Managing your Availability in Ignite
- Handling Email Interactions
- Handling Chat Interactions
- Handling SMS Interactions
- Handling Calls
- Handling Open Media Interactions

Cancellation Policy for Remote Leader-Led Training

Please note that if you need to reschedule or cancel remote leader-led training you will be subject to a cancellation fee.

Classes cancelled or rescheduled within 10 business days will be required to pay 50% of the cost.

Classes cancelled or rescheduled within 5 business days will be required to pay 100% of the cost.

