

# MiCC Business Supervisor Remote Leader-Led

## Mitel Part Number

53003452

## Scansource Part Number

50278560

## Format

Remote Leader-Led

## Duration

Up to 4 hours (includes customized content)

## Audience

Supervisors and Managers

## Overview

This course runs up to 4 hours and is designed for employees within your business that act as supervisors or managers within the contact center. They typically run and receive historical reports on agent and queue performance statistics as well as monitor contact center activity in real time. The course starts with an overview of the contact center industry then proceed to demonstrate the features of the MiContact Center that help supervisors manage and drive agent and queue performance.

## Equipment and Setup requirements

Customers wishing to participate in this training must provide the following:

- Internet Connection
- Access to a remote desktop sharing tool (Note: Mitel will provide access to tool(s), however it is the responsibility of the customer to ensure that they can access the tools prior to start of the scheduled class time)
- PC with the client software installed prior the scheduled class time
- Preferably a conference phone



## Topics

The following topics are covered during this training:

### Introduction to Supervising your Contact Center

- Understanding how call flows through the ACD system
- ACD Routing Strategies
- Getting to know the MiContact Center Solution
- Identifying the components of the MiContact Center Solution

### Report Configuration Options in YourSite Explorer

- What is YourSite Explorer? Understanding Devices and Queues.
- Understanding Devices and Queues
- What is Make Busy?

### Reports Creation and Management in CCMWeb

- How to Access CCMWeb
- How to Navigate the CCMWeb Interface
- How to Generate Reports in CCMWeb
- How to View Reports in CCMWeb
- How to Read Queue Performance by Period Reports
- How to Read Spectrum by Period Reports
- How to Read Queue Performance by Queue Reports
- How to Read Agent Group Performance by Period Reports
- How to Read Agent Group Event by Period Reports
- How to Read Agent Group Performance by Agent Reports
- How to Setup Scheduled Reports
- How to Setup User Report Schedules

### Performance Monitoring with Contact Center Client

- How to Access Contact Center Client
- How to Navigate the Contact Center Client Interface
- Working with Real Time Monitors – State by Position and Time
- Working with Real Time Monitors - Shift
- How to work with Agent Interactive Controls
- Working with Real Time Monitors – Period and Queue Now
- Working with Queue Interactive Controls
- Setting Alarms in the Contact Center Client
- Configuring Marquee Monitors in the Contact Center client
- Managing Contact Center Client Profiles
- Working with Auditor Controls in the Contact Center Client
- Working with the Forecasting tool in the Contact Center Client

## **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.