Admin Digital Engagement System Training

Client Training

Digital Engagement

CERTIFIED

OBJECTIVES

By the end of the session attendees will be able to:

- ✓ Interpret the customer journey
- ✓ Discuss with others the different types of users and how this works in your organisation
- ✓ Recognise the steps to add and delete new users to your platform
- ✓ Gain an insight into the different tabs, links and videos to help your knowledge and understanding grow
- ✓ Explore the basics of the engagement process
- ✓ Examine the different types of canned responses
- ✓ Identify the different areas within User Settings
- ✓ Gain insights on how to run various reports to track their organisational KPI's

Administrators and managers will explore the DE Admin portal and acquire advice and ideas to achieve and maintain a great team set-up for your organisation.

TARGET AUDIENCE

Team leaders, supervisors, managers and administrators of the admin portal

OVERVIEW

This course provides you with the practical knowledge and skills you need to confidentially navigate around the Digital Engagement Admin portal. It will explore the different tabs within the portal and give hints and tips to a successful set up. Demonstrations and activities are throughout the session.

DELIVERY OPTIONS

Face to face

Blended Approach

DURATION

2 hours

GROUP SIZE

1-8

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