

Adv Admin Digital Engagement System Training



OBJECTIVES

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

- ✓ Interpret the customer journey
- ✓ Understand how to modify operating hours
- ✓ Modify a signature or welcome message
- ✓ Adding Groups/Skills
- ✓ Setting Up a new “user” recap
- ✓ Building Templates
- ✓ Making a new banner or amending an existing one
- ✓ Creating a new opportunity in a group
- ✓ Saving and publishing your configuration recap

Administrators 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

Engineers and administrators

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 to those with full admin access and administration rights to the Digital Engagement Admin Platform. This will cover areas such as creating or updating banners, designing templates, creating opportunities and saving changes to the platform and publishing them to your customers.

DELIVERY OPTIONS



Face to face



Blended Approach

DURATION



2 hours

GROUP SIZE



1-8

* Training will vary and dependent on package purchased

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