

Agent Dialler*

Training



OBJECTIVES

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

AGENT

- ✓ Recognise the different functions of the Dialler area of the platform
- ✓ Discuss and recall the differences between a standard call and a dialler call
- ✓ Execute a call end to end including the “Enquiry registration”

ADMIN

- ✓ Apply the settings needed to set up a new campaign
- ✓ Differentiate between new and existing campaigns
- ✓ Execute a call end to end including the “Enquiry registration”

This session starts off with a tour from the Agents perspective exploring the modes and functionality of this great tool. Part two gives your learners key insights into building a campaign as they critique the approach in a step by step

TARGET AUDIENCE

This training is split into 2 concurrent sessions. First part- Contact Centre agents and other Digital Engagement users. Second part- Team leaders, supervisors, managers and administrators

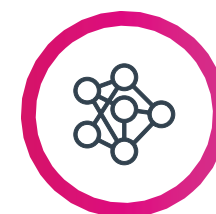
OVERVIEW

This course provides you with the practical knowledge of this highly versatile outbound call system. The session walks through a variety of campaign modes including preview, progressive, power or predictive, demonstrates the uploading of campaign calls lists, analyses the call blending to combine inbound and outbound calls in a seamless manner. Demonstrations and activities are throughout the session.

DELIVERY OPTIONS



Face to face



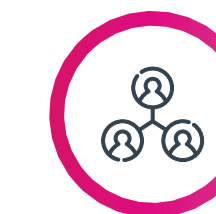
Blended Approach

DURATION



2 hours

GROUP SIZE



1-15

* Training will vary and dependent on package purchased

Please refer to target audience as this course is split into 2 concurrent sessions focusing on both agent and admin

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