

Administration Course

Callback and Conversation Bridge

Duration: 1 Day (6-7 hours)

Delivery Method: Instructor Led

Locations: On Site | Online | VHT HQ



Course Description

Insight into the configuration options available to customize your Callback and Conversation Bridge VHT solution through the available real-time and historical reporting to monitor solution performance to ensure business objective are met

This course is intended for Call Center Managers, UAT Testers, System Administrators, and Integrators

Objectives

- Gain insight into the different call flow scenarios available for Callback and Conversation Bridge
- Learn how to customize interaction call flows for Callback and Conversation Bridge solution
- Run historical and real-time reports to understand solution performance and recommend configuration changes as needed



Administration Course Modules

Virtual Queuing

- Describes the virtual queuing process, and the 3 queues that Callback considers in order to calculate an accurate Estimated Wait Time (EWT).

Callback Process

- Explains the entire callback process, including the benefits of the callback, how the callback sounds, as well as how to customize the EWT spoken to the callers and the menu choices the caller hears.

User Interface

- Illustrates Callback's interface, Launchpad, and give users some navigating tips. It will also describe some of the main settings within ASAP Callback and Scheduled Callback

High Level Call Flow

- Introduces a simplified call flow for common interaction types used for both Callback and Conversation Bridge interactions

Intro to EWT

- Gain an understanding of the key concepts used by VHT to calculate EWT

ASAP Callback Settings

- System Users will gain an insight into the different options available, and how to apply these options, to customize caller experience to meet defined business objectives

Scheduled Callback Settings (If Licensed)

- Learn how to configure VHT's Callback product to allow scheduled interactions and how to customize the caller experience

Real-Time Reporting

- See how VHT monitors interactions real-time giving administrators the knowledge to make system changes based on queue level reporting



Administration Course Modules

Historical Reporting

- Understand the historical Performance and System level reporting available and see how these reports indicate the overall success of the VHT solution for a defined time interval

Outreach Settings (If Licensed)

- Learn how to configure VHT's Outreach product offering to achieve defined business objectives and optimize caller experience

