

Essentials Course

Callback and Conversation Bridge

Duration: 1 Hour

Delivery Method: E-Learning



Course Description

Presents an overview of Callback, walking learners through the virtual queuing and callback process, reviewing the user interface and main settings that control the day to day operations, and reviewing real time and historical reporting.

This course is intended for Business Users and Upper Level Management

Objectives

- Understand the virtual queueing process within Callback
- Familiar with common settings required for normal daily operations
- Run historical and real-time reports to understand solution performance



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

Dashboards

- Explains the default view of Dashboards, and describe each default metric that appears in these real-time reports.

Customizing Dashboards

- How to customize your Dashboard view, including adding or deleting metrics that appear, only showing starred queues, and saving your perspective as a bookmark

Historical Reporting

- Describes the 4 different categories of Callback's historical reports. It also breaks down the Executive Summary report, the most popular historical report.

