

# Tier 1 Support Course

## Callback and Conversation Bridge

Duration: 1 Day (6-7 hours)

Delivery Method: Instructor Led

Locations: On Site | Online | VHT HQ



## Course Description

Offers the technical perspective needed to maintain VHT solutions and identify technical issues by providing a high-level look at architecture, logs, and configuration/historical databases

This course is intended for System Administrators and Integrators

## Objectives

- Become familiar with System Settings and System Management controls
- Describe the solution architecture and component dependencies to various system users
- Understand the process of identifying common technical issues
- Describe VHT's EWT algorithms and make adjustments to meet business objectives
- Restarting VHT components and applications



# Tier 1 Support Course Modules

## System Settings Module

- Administrators are introduced to system level configuration options and see how to build user accounts for system access

## EWT Module

- Detail how VHT calculates wait time for interactions and the different configuration options available to announce EWT based on business objectives

## VHT Architecture

- Learners are introduced to all the components and their roles in the solution along with the technologies controlling VHT's Standalone and HA solution design found in all VHT deployments

## System Management

- System Administrators will understand the real-time reporting available to report back system health and license usage to various system users

## System Change/Modification Auditing

- Understand logging available for modifications to user accounts

## Intro to VHT Logging

- Learn VHT log structure/format and location for both active and historical log files

## Restarting VHT

- Understand how to restart VHT components with System Management UI for standalone and HA solutions

## Initial Trouble Shooting Steps

- Develop methods for understanding, diagnosing, and correcting issues when they are reported



# Tier 1 Support Course Modules

## License Management

- Introduced to VHT's licensing models, the requesting and releasing of licenses, and the real-time and historical license usages to help drive effective decisions on license allocations across the VHT solution

## Outreach Support (If Licensed)

- Understand the order of logical checks within the application to determine when Outreach calls should be made

