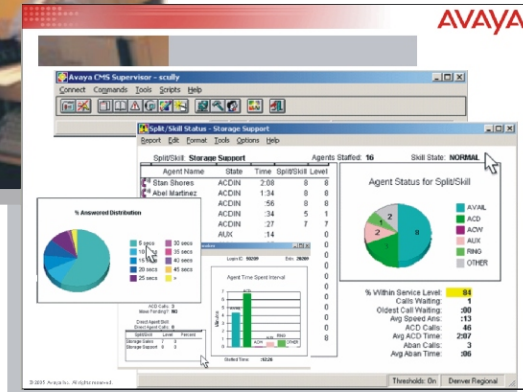


CMS : Maximizing Operational Effectiveness

July 5-6, 2009 - Dubai, UAE



What's the point of a great tool if you don't appreciate

the concepts that governs its use
the realtime importance of the issue being evaluated
how to get the most out of it.

At last, a course that marries CMS Reporting with key Call Centre Concepts & Best Practise in Problem Classification & Resolution

Business Benefits of Avaya CMS Reporting

- Facilitate Intelligent Decisions
- Rapidly Respond to Changing Conditions
- Manage Contact Center Performance to Meet Business Goals
- Deliver Differentiated Customer Care

Course content: combines key call centre concepts, practical problem resolution tactics with important CMS reporting and analytical capabilities.

What is unique about the course: is that it is very practical, the main feature that seems to be lacking from other CMS courses.

Agenda Summary for the 2 day course

- Introduction to Contact Centre Operations including Goals, KPIs and Targets
- Problem Classification & Action Types
- Introduction to Avaya CMS - The interface between the ACD and Operations Management:
- Running CMS Reports
- Scripting CMS Operations
- Administering Contact Centre Agents
- Operational Exceptions
- Timetables and Shortcuts

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