

GENERAL TRAINING PROGRAM

Trainings are typically delivered in two blocks. First block is dedicated to train the agents, second block is designed for the management. The content and the length of each training block is detailed below. On Agent's Training session we focus mainly on how to handle calls (and/or emails, chats, outbound campaigns, where applicable), CRM, and Agent's Dashboard. Most of the training is delivered by exercises and practice in

real time. The Management Training session focuses on system functions and features that helps the management to drive and monitor company's performance. Admin Training is typically delivered on order request to company's IT team.

Trainings can be delivered at client's premise or remotely online via GoToMeeting.

LEVEL 1: Agent's Training



Voice channel:

Cloud Call Center System Introduction; How to login and logout to the system; Choosing SIP extension; Operators Dashboard functions & features (outbound calls, inbound calls, transferring calls, pauses, queues); Missed calls management; How to use CRM; Operators own statistics; Calls recordings; Outbound campaigns (if applicable). Operators real time calls testing and working with the system; Quick Quiz.

Duration: approx. 1 - 2 hours



Email/Helpdesk channel:

Introduction to Daktela Helpdesk; How to work with tickets (create new ticket, send an email, comment, attach, merge tickets); How to create and use email templates; Ticket categories, statuses and views; Priorities and SLAs; Tickets statistics; Emails listings; Operators real time emails testing and working with the system; Quick Quiz.

Duration: approx. 1 - 2 hours



Webchat, SMS chat, FB Messenger, Click2Call:

How to use Daktela as full Omnichannel solution; How to receive and answer webchats, SMS chat or FB messenger; Transfer any activity to another operator; Create ticket from the activity; History of all client's communication in CRM; Channels statistics; Channels listings; Operators real time testing of all channels at one and working with the system; Quick Quiz.

Duration: approx. 1 - 2 hours

LEVEL 2: Management Training



Cloud Call Center System Introduction; How to login and logout to the system; Dashboard functions & features; Missed calls management; CRM functions & features; Wallboard functions & features; Historical Reporting & Statistics; Realtime Panel features; List of Activities; Calls recordings; How to barge in the call; Campaigns manager; Predictive dialer; Call Center settings (create call scripts, items, pauses, statuses); Training on emails/chats/FB messenger communication channels (where applicable). Admin touch.

Duration: 1 - 2 hours

LEVEL 3: Admin Training:



Queue management (new calls, new predictive dialer, add/edit/clone/delete, filter); User management (new user, import, export all, roles & profiles, rights & resources); PBX Set up (internal lines, external extensions, inbound routing, CLIDs, blacklist, announcements, IVR, system recordings, background music, transfer, time conditions, time group, ringing groups, voicemails, languages); Helpdesk; Chats; Help Guide.

Duration: 2 hours (remote, on order request)