

Contact Center Advanced Topics and Troubleshooting



Data sheet & course description

Virtual Instructor-Led Training

This course combines discussions and group activities with hands-on practice to give students the necessary knowledge and skills to support and troubleshoot Contact Center solutions. Students also become familiar with 3rd party CRM integrations—practicing and performing a Salesforce integration.

Performance Objectives

At the end of this course, students will be able to:

- Create the following IVR scripts: - Say and Play
 - Queue Position
 - Forward to Voicemail
 - Call back
- List and discuss the three CRM systems natively supported for integration with Contact Center
- Integrate a Contact Center tenant with Salesforce
- Identify and troubleshoot common problems with the following:
 - Audio files
 - Schedules
 - Agents
 - Queue Priorities
 - Phone, Email, and Chat
 - IVR creation, overload and timeout - Codes
 - Call quality and termination issues

Recommended Prerequisites

Contact Center Administration and Configuration

Target Audience

System Administrators responsible for supporting and maintaining Contact Center Solutions

Course Length

4 Hours

Training Units

13 per person