Hands-On

Avaya CMS

CMS Supervisor, Administration, Reports, and Introduction to Vectors

Course Description

This course provides an introduction to CMS Supervisor. It is designed to educate contact center supervisors on how the system operates, what their reporting options are and, how to locate and run reports in order to manage the contact center efficiently and effectively. This course covers areas such as reporting and agent skills administration.

It explores the back-end of CMS administration, including back-ups, terminal administration and setting up new supervisor logins. It also introduces attendees to the understanding and writing of vectors.

Students Will Learn

- **Accessing CMS Supervisor**
- **Dictionary**
- **Exceptions**
- **Agent Administration**
- **Contact Center Administration**
- **User Permissions**
- **System Setup**
- **Maintenance**
- **Scripting**
- **Thresholds**
- **Changing the Toolbar**
- **Introduction to Vectors**
- **Reports understanding and administering reports (realtime, historical and integrated)**

Target Audience

Personnel with the responsibility of supervising call center agents, administering the CMS application, interpreting reports and affecting call flow of the contact center.

Prerequisites

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Microsoft Windows skills

Course Outline

To be determined by customer/client.

Delivery Method

Instructor-Led with numerous Hands-On Lab activities.

Equipment Requirements

(This apply's to our hands-on courses only)

BTS always provides equipment to have a very successful Hands-On course. BTS also encourages all attendees to bring their own equipment to the course. This will provide attendees the opportunity to incorporate their own gear into the labs and gain valuable training using their specific equipment.

Course Length

2 Days

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