

## Call Center Workshop

### Call Center Overview

- System Requirements and Configuration
- Available Call Center Packages
- Configuration Using Avaya Site Administration

### Call Center Configuration

- Dial Plan
- System Parameters
- Feature Access Codes
- Abbreviated Dialing
- Measured Trunk Groups
- Class of Service
- Class of Restriction
- Expert Agent Selection

### Hunt Group Split/Skills

- Hunt Groups, Splits and Skills
- Distributing and Handling Calls
- Call Distribution Methods with EAS
- Hunt Group Form Fields

### Agent IDs and Stations

- Agents Login IDs
- Call Handling Preference Examples
- Agent Call Handling

### Announcements

- Managing VAL Announcements
- Multi-ACM Announcements
- Recording Announcements

### Vector Directory Numbers

- Adding Vector Directory Numbers
- VDN Variables
- VDN Time Zone Offset
- VDN in a Coverage Path

### Reporting

- Real Time Reports
- Historical Reports

### Vectors

- Call Vectoring Commands
- Queuing Vectors
- Holiday Vectoring Tables
- Vector Subroutines
- Expected Wait Time (EWT)
- Call Prompting
- VDN Variables
- 1st, 2nd and 3rd Skills on a VDN
- Conversing to an IVR
- Duplicating Vectors
- Variables in Vectors
- Meet Me Conference
- Troubleshooting Vectors

### Service Level Maximizer

- Agent Selection
- Call Selection
- Target Service Levels
- Auto Reserve Agents
- Reports

### Best Services Routing

- Estimated Wait Time
- Agent Availability
- VDN Selection Strategy

### Business Advocate

- Multi-ACM Estimated Wait Time
- Predictive Technology Routing
- Dynamic Agent Pooling
- Agent Selection
- Reports
- Software Setup

If you would like to learn more about Cross University, please contact us at:

Toll-Free: 866.983.3500 x3700

E-mail: [CrossUniversity@crosstelecom.com](mailto:CrossUniversity@crosstelecom.com)

All rights reserved. Cross and the Cross Telecom logo are registered trademarks of Cross Telecom Corporation.

