



GTS Course Catalog Training Agenda

<u>Curriculum</u>	<u>Duration</u>	<u>Material</u>	<u>Class Size</u>
Cisco IP Phones: Physical Features Soft keys Line Keys LCD Display Volume Speaker/Headsets Ring Tones Call Logs Voicemail Access Accessing Services Call Handling: IDivert Call Forward Hold Call Stacking Join Transfer Conference Meet-Me Park Pick-up Callback Extension Mobility	60 Minutes	Cisco At-A-Glance 2 Pages	15
Call Manager User Options Web Page Overview Log-In/Log-Out Speed Dialing Options Programming Line Keys Programming Address Book Programming Fast Dials Forward Device from User Page Services Options	15 Minutes	CCM User - 2 Pages	15
Mobility Manager Overview CCM User Set-Up Define Device Parameters Activating Feature from Cisco Device Mobile Connect Feature Access	*15 Minutes	CCM User - 1 Pages	15

For more information about schedules and registration, contact info@gts-eut.com or view our website at www.GTS-EUT.com



GTS Course Catalog Training Agenda

<p>CTIOS /CAD–Agent</p> <ul style="list-style-type: none"> Call Center Overview Agent States Log-In/ Log-Out Software Tour Call Handling Monitoring Queue Agent Reports Agent Chat Personal Address Book Enterprise Interface (if applicable) 	<p>*60 Minutes</p>	<p>CAD Agent 17 Pages</p>	<p>15</p>
<p>IP Phone Agent</p> <ul style="list-style-type: none"> Call Center Overview Agent States Log-In/Logout Monitoring Queue 	<p>15 Minutes</p>	<p>Phone Agent 1 Page</p>	<p>15</p>
<p>CTIOS/CDS – Supervisor</p> <ul style="list-style-type: none"> Call Center Overview Log-In Software Tour Agent States Selecting Team Select an Agent <ul style="list-style-type: none"> Monitor Barge Intercept Record Monitor Queue Chat/Marque Messaging Real Time Reporting 	<p>*30 Minutes</p>	<p>Cisco Supervisor 19 Pages</p>	<p>15</p>
<p>UCC Reporting CUIS/WebView/CRS</p> <ul style="list-style-type: none"> Reports Overview Log-In Software Tour Report Types Report Parameters Customizing Reports Report Modification Interpreting Data Exporting Data Saving Reports Scheduling Reports 	<p>4 Hours</p>	<p>Cisco Reporting – 28 Pages</p>	<p>15</p>

*Prerequisite: Device Training ** Prerequisite: CAD, CDS Training

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Unified Attendant Console Overview Log-In Software Tour On-Line/Off-Line Call Control Window Directory Call Handling Speed Dials Setting Up Transfer **First Day Support Recommended**	*60 Minutes	Attendant Console– 12 Pages	6
Unified MeetingPlace Set-Up/Access Meeting Descriptions Scheduling a meeting Parameters Audio Video Reoccurring Scheduling a Meeting on behalf of others Attending a Meeting Finding a Meeting Working with Tools Sharing Tools: Chat/Note/Polling Recording a Meeting Listening to Recorded Meetings	60 Minutes	At-A-Glance 2 Pages	15
CUPS – Unified Personal Commun. Log-In Preference Settings Voicemail Web Conferencing Communication Reachability Setting Preferences Changing Status Call Handling Instant Messaging Sending E-mails Contacts Creating Managing Groups Preferred Contact Methods	60 Minutes	CUPC– 8 Pages	15

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Recent Communications

Workforce Management

Administrative	2 Days	30 Pages	6
<ul style="list-style-type: none"> Creating and Configuring WFM Users Configuring System Default and Preference Configuring CSQs and CSQ Mappings Configuring Work Shifts and Work Shift Conditions 			

Supervisor/Management	4 Hours	30 Pages	6
<ul style="list-style-type: none"> Creating Exceptions Types Creating a Project Generating a Distribution Generating a Forecast Creating What-If Scenarios Generating a Schedule Maintaining a Schedule Edit a Schedule Multi-Skilled Agents Trend Monitoring Reporting Approve requests for Exceptions, Schedule Trades and Offers 			

Agent Functions	**60 Minutes	5 Pages	15
<ul style="list-style-type: none"> My Page Trade a Schedule using the Agent Inbox Request an Exception Using the Agent Inbox Post a Schedule Offer to the Bulletin Board Approve requests for Exceptions, Schedule Trades and Offers 			

Quality Management			
Supervisor/Management	**60 Minutes	5 Pages	6
<ul style="list-style-type: none"> Team Contacts Review Statistics Evaluate Agents Performance Team Performance Reports 			

Evaluators	**15 Minutes	3 Pages	16
<ul style="list-style-type: none"> Evaluate Agents Performance 			

Archive	**15 Minutes	3 Pages	16
<ul style="list-style-type: none"> Accessing Archive Reports Export Recordings 			

Agent Functions	**15 Minutes	2 Pages	16
<ul style="list-style-type: none"> Contacts Review Statistics Review Evaluations Listen to Scored Recordings Add Comments to Evaluations 			

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Review Performance Reports

Cisco IP Communicator

45 Minutes

Cisco At-A-Glance 4 Pages

15

Physical

Audio Wizard

Connectivity

Soft keys

Line Keys

LCD Display

Call Logs

Voicemail Access

Accessing Services

Call Handling:

IDivert

Call Forward

Hold

Call Stacking

Join

Transfer

Conference

Meet-Me

Park

Pick-up

Callback

Extension Mobility



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Siemen Device Training:	45 Minutes	Siemens At-A-Glance 2 Pages	15
Physical Features			
OptiGuide			
Line Keys			
Volume			
Speaker/Headsets			
Ring Tones			
Voicemail Access			
Call Handling:			
Call Forward			
Hold			
Transfer			
Conference			
Park (Park to Station)			
Pick-up			
Camp			
Agile Agent	*45 Minutes	Agile Reference 32 Pages	15
Call Center Overview			
Agent States			
Log-In			
Change Password			
Software Tour			
Client States			
Call Handling			
Contact Waiting Indicators			
Team List and Team Bar			
Modify System Settings			
Contact Logs			
Customize Desktop			
View Personal Statistics			
System Messages			
Agent Chat			
Speed Dials			
Printing Client Desktop Info			
Siemens –9006 Agent Training	*15 Minutes	1 Page Quick Reference	15
Call Center Overview			
Agent States			
Log-In/Log-Out			
Monitoring Queue			



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Agile Manager	*60 Minutes	Manger Refer. 27 Pages	15
Call Center Overview			
Log-In			
Report Types			
Real Time			
Historical			
Cumulative			
Activity			
Monitor Real Time Reports			
Creating Teams			
Select an Agent			
Monitor			
Barge			
Intercept			
Record			
Monitor Queue			
ProCenter	2 Hours	Pro Center Ref. 30 Pages	15
Call Center Overview			
Log-In			
Software Tour			
Agent States			
Selecting Team			
Select an Agent			
Monitor Queue			
Exporting Data			
Saving Reports			
Scheduling Reports			
Siemens – Business View Composer	*30 Minutes	Cisco Supervisor 10 Pages	15
Call Center Overview			
Log-In			
Software Tour			
Agent States			
Selecting Team			
Select an Agent			
Monitor Queue			
Exporting Data			
Saving Reports			
Scheduling Reports			



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Siemens – Business View Observer	*30 Minutes	Cisco Supervisor 10 Pages	15
Log-In Software Tour Agent States Selecting Team Select an Agent Monitor Queue Real Time Reporting Creating Thresholds			
NEC DT-Series Training:	45 Minutes	NEC At-A-Glance 2 Pages	15
Physical Features Soft Keys DN Keys Hands free Speaker/Headsets Ring Tones Voicemail Access Call Handling: Call Forward Hold Transfer Conference Park (Park to Station) Pick-up			
NEC Agent Training	*15 Minutes	2 Page Quick Reference	15
Call Center Overview Agent States Log-In/Log-Out Monitoring Queue			



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Training Agenda

Nortel Device Training:	45 Minutes	Siemens At-A-Glance 2 Pages	15
Physical Features			
Soft Keys			
DN Keys			
Hands free			
Speaker/Headsets			
Ring Tones			
Voicemail Access			
Call Handling:			
Call Forward			
Hold			
Transfer			
Conference			
Park (Park to Station)			
Pick-up			
Nortel Agent Training	*15 Minutes	1 Page Quick Reference	16
Call Center Overview			
Agent States			
Log-In/Log-Out			
Monitoring Queue			
Meridian Mail	15 Minutes	1 Page – Quick Reference	16
Voicemail Access			
Tutorial Process			
External Access			
During Message Prompts			
After Message Prompts			
Advanced Functions			
Change Passwords			
Change Greetings			
Alternate Greetings			
My Call Pilot	15 Minutes	2 Page Quick Reference	15
Log-In			
Remote Access			
Message Notification			
Telephone Options			
Fax Printing			
Personal Distribution Lists			



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Unity Voicemail Voicemail Access Tutorial Process External Access During Message Prompts After Message Prompts Advanced Functions Change Passwords Change Greetings Alternate Greetings	15 Minutes	Decision Tree 1 Page	15
Unity Unified Messaging/Viewmail Unified Messaging Overview Set-Up Process Message Notification Accessing Messaging Listening to Messages From Phone Computer PDA Deleting Messages	15 Minutes	UM Set-Up 1 Page	15
Xpressions Voicemail Voicemail Access Tutorial Process External Access During Message Prompts After Message Prompts Advanced Functions Change Passwords Change Greetings Alternate Greetings	15 Minutes	Decision Tree 1 Page	15
PhoneMail Voicemail Access Tutorial Process External Access During Message Prompts After Message Prompts Advanced Functions Change Passwords Change Greetings Alternate Greetings	15 Minutes	Decision Tree 1 Page	15



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Microsoft Unified Messaging Unified Messaging Overview Set-Up Process Message Notification Accessing Messaging Listening to Messages From Phone Computer PDA Deleting Messages Touchtone Access/Voice Access Missed Call Notifications Calendar	30 Minutes	Setup and Decision 4 Pages	15
Adomo Unified Messaging Unified Messaging Overview Desktop User Preferences Message Notification Accessing Messaging Listening to Messages From Phone Computer PDA Deleting Messages Touchtone Access/Voice Access Find Me Follow Me (Smart Locate)	30 Minutes	Setup and Decision 4 Pages	15
First Day Service Support Floor Support Impromptu Training One-on-One Training Help Desk Support System Design Assessment Troubleshooting	4 Hours Min.	Support Documents	100
Train the Trainer Certification Participant Stage Observation Independent Study Co-Facilitation Coaching Feedback Sessions Q&A Follow-Up	3 Days	Leaders Guide	6