

The background features a dark blue and green color palette with a network of glowing blue and green nodes connected by thin lines. A hand is visible holding a smartphone, which displays a similar network graphic on its screen. The logo for 'Collab University' is prominently displayed in the upper center. The word 'Collab' is in a white, sans-serif font, with the 'o' containing a red and grey circular graphic. A red dot follows the period. Below it, the word 'University' is written in a smaller, white, sans-serif font.

Collab.

University

Partners Training Sessions 2018
Brasil

Courses



Nubitalk

Course Description

The Nubitalk course presents students to Collab cloud-based contact center functionality's. As an Omni channel solution integrates multiple media channels (voice, video, chat, email and social networks) into one interface.

Course Contents

Nubitalk Overview

Contact Center Operations

Operation with PBX functionality (Nubitalk Office Phone)

Reseller operations

OneSupervisor

Prerequisites

Basic computer science skills or Generic Microsoft applications experience

Delivery

Instructor-led, classroom, sessions on 2 days

Schedule

From 9:30 – 12:45 and 14:00 – 17:30 (GMT)



OneContact CC Essentials

Description

OneContact CC Essentials introduces students to the OneContact CC platform. This course includes the following topics: platform overview, OneAgentWeb, OneSupervisor (Supervisor's, Business administrator's, and System administrator's tasks), Visio Plugin, Quality Monitoring and Customer Interaction Hub overview. This bundle is the starting point for all other bundles.

Contents

OneContact CC Overview

OneAgent CC Essentials

OneSupervisor CC Essentials

OneSupervisor CC Expert

Building routing strategies and IVRs using Visio plugin

Quality Monitoring Overview (QM)

Customer Interaction Hub Overview (CIH)

Prerequisites

Basic computer science skills or Generic Microsoft applications experience

Basic Programming knowledge

Delivery

Instructor-led, classroom (5 days)

Schedule

From 9:30 – 12:45 and 14:00 – 17:30 (GMT)



OneContact CC Deployment & Troubleshoot - Part I

Course Description

OneContact CC Deployment & Troubleshoot - Part I focuses on the concepts and skills needed to successfully plan, install, configure, and troubleshoot: a standalone OneContact CC platform, a Customer Interaction Hub platform and a Quality Monitoring platform. Students perform hands-on activities installing and configuring components.

Course Contents

Session Initiation Protocol Concepts (SIP)

Standalone Installation

Troubleshooting and System recovery

Customer Interaction Hub Installation

Quality Monitoring Installation

Interaction Workflow Analysis

Prerequisites

OneContact CC Essentials

Basic SIP Concepts

IT Administration & Contact Center administration (1 year experience)

Delivery

Instructor-led, classroom (5 days)

Schedule

From 9:30 – 12:45 and 14:00 – 17:30 (GMT)



OneContact CC Application Development

Course Description

OneContact CC Application Development focuses on developing, testing, and deploying custom agent scripts with c# and Jacada, webservice to load contacts, routing strategies and IVRs with c#, excel reports and SSRS reports.

Course Contents

Building reports with Microsoft Excel

Building reports with SSRS

Loading contacts using web services (CWS)

Relational Data Model and OLAP cube structure

Building routing strategies and IVRs using Visio plugin

Building agent scripts with Jacada or SDK & COM Interop

Building agent application (OneAgent Wrapper)

Prerequisites

OneContact CC Essentials

Experience in .NET development (One year)

Collab's approval

Delivery

Instructor-led, classroom (5 days)

Schedule

From 9:30 – 12:45 and 14:00 – 17:30 (GMT)



OneContact PBX

Course Description

This course introduces students to the OneContact PBX platform. The course includes the following topics: platform Installation, Configuration and Administration (OneContact PBXWebPortal and OneContactUCWebPortal).

Course Contents

OneContact PBX Platform Deployment
OneContact PBX Configuration & Administration
OneContactUC end user utilization

Prerequisites

Experience in IT/Contact Center administration (1 year experience)
Collab's approval

Delivery

Instructor-led, classroom (3 days)

Schedule

From 9:30 – 12:45 and 14:00 – 17:30 (GMT)

Important Notes:

Collab training department reserves the right to cancel a course if the attendee's number have not reached the minimum required to run the course effectively. The training dept. also reserves the right to cancel the training in case of an unforeseen event. In the event of a cancellation an alternative course date will be provided.

Each trainee must have a table with an Internet wifi network card and must be the local administrator.

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