

Avaya CMS Custom Reports
Course

Course code: 31-10

Level 6



Duration

2 day

Seats

6

Audience

This course is targeted towards individuals responsible for the creation and editing of CMS Reports.

Students Require

- A PC or Laptop and be able to connect to CMS software
- Attended CMS Administration Course
- CMS software loaded in advance and User logins to ensure full access of the CMS software
- 2-3 months' experience with CMS administration and report interpretation.
- Must be able to navigate to <http://www.sabio.co.uk/trainingfeedback>

Room Requirements

- WIFI Access
- A projector or display
- Flipchart or whiteboard

Agenda

- Lesson 1 - Introduction to Report Designer
- Lesson 2 – Overview of call flow process
- Lesson 3 – Agent work modes, work states & skills
- Lesson 4 – How CMS tracks and stores ACD data
- Lesson 5 – Designing a New Report
- Lesson 6 – Report Designer Basics
- Lesson 7 – Creating a New Report
- Lesson 8 - Editing an Existing Report
- Lesson 9 – Exercise 1 - 14

sabio

info@sabiogroup.com

www.sabiogroup.com

 **@sabiosense**