

Avaya Agent Desktop (AAD)
Train The Trainer

Course code: 34-14

Level 2



Duration

1 day

Seats

8

Audience

Designated people to become Internal Training Contacts

Students Require

- Projector within Meeting Room
- 1 x PC/laptop and handset for each delegate.
- All PC/Laptop's with Avaya Agent Desktop software loaded and tested along with a handset to be setup in training environment with agent & phone logins and passwords provided to the trainer and configured specifically to client's setup defined
- Delegates whom will be attending provided to Sabio ahead of the training

Room Requirements

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

Agenda

Lesson 1: Accessing Avaya Agent Desktop Login

- Components of the Avaya Agent Desktop Ready/Not Ready
- Activity Codes (Not Ready/Activity/After Call Work)
- Logging off

Lesson 2: Advanced Functionality

- Shortcut Keys
- Searching for a customer record
- Searching for Contact
- Call Log
- Agent Stats
- Call Supervisor
- User Preferences

Lesson 3: Accessing Customer Information

- Customer details (If applicable for email)
- Customer contact history

Lesson 4: Inbound Voice Call Management

- Answer — Manual/Auto In
- Hold/Un hold
- Release
- Transfer
- Conference
- Setting Activity Codes

Lesson 5 : Handset Overview

- Answer
- Transfer
- Hold

sabio

info@sabiogroup.com

www.sabiogroup.com

 **@sabiosense**