

Contact Center 6.0 Scripting 1

0326C



Delivery Type: Classroom

Duration: 3 days

Overview

This course provides the required foundation necessary to successfully complete advanced scripting, course 0351C Nortel Contact Centre Manager Scripting 2, Release 6.0. In this course, you learn how to plan for and create scripts using the basic script commands available with Nortel Contact Centre Manager. This includes learning to combine commands, intrinsics, and expressions to design and develop Nortel Contact Centre Manager scripts.

Pre-Requisites

You must be able to do the following:

- ✓ Communicate about basic telecommunications
- ✓ Use Nortel Networks technical publications (NTPs)
- ✓ Identify and use correct telephone features according to customer specifications

- ✓ Describe ACD features including EAR prompts and EAR interactions with ACD
- ✓ Use Windows 98/XP/2000/2003

Objectives

- ✓ Introduction to Symposium Call Centre call script control.
- ✓ Introduction to various script types.
- ✓ Configuring and modifying scripts
- ✓ Call control using command combinations

Target Audience

This course is designed for personnel responsible for administering and maintaining Nortel Contact Centre Manager scripts.