

## MiVoice Business – Product Category

### MiVoice Business Moves, Adds, and Changes Self Study

(formerly MCD 3300 ICP Basic System Administration Self Study)

(Note: This course is also bundled at no cost with the MiVoice Business System Administration course.)

#### Topics Covered

- The three programming tools
- Desktop, Group, and System Administration Tools
- IP Phones and Managing Extensions
- Programming Feature Keys
- Managing Groups (Hunt Groups, Pickup Groups, Page Groups)
- Voice Mail including Auto Attendant
- Managing System Options
- Change the date and time
- Add System Speed Call numbers
- Perform a Database Backup
- Setting up Call Rerouting

#### Audience

This interactive, web-based self study course is intended for those customer administrators who will only perform basic day-to-day administration tasks such as adds/moves/changes, and database backups.

#### Duration

6 hours

**Self-Study**

**Part Number: 53003037**

### MiVoice Business System Administration

(formerly MCD 3300 ICP Advanced System Administration)

(Note: This course includes the MiVoice Business Basic System Administration self study course.)

#### Topics Covered

- Database Backup and Restore
- User and Services Configuration
- Controlling Phone Features with Classes of Service
- Attendant Consoles
- Group Programming
- Hot Desking
- Call Handling
- Speed Calls
- Account Codes

#### Audience

This course is intended for those administrators who will only perform basic day-to-day administration tasks such as adds/moves/changes, and database backups.

Remote training will require additional equipment at the student location. Please refer to the Course Description for details.

#### Duration

2 days

Note: ACD is not included in this course. Please see "MiVoice Business Standalone ACD" below for a dedicated 2 day ACD course.

**Classroom**

**Part Number: 53003038**

**Remote Instructor Led**

**Part Number: 53003350**

### MiVoice Business Standalone ACD

(Note: Completion of the MiVoice Business System Administration course is a prerequisite for attending this course)

#### Topics Covered

- Enabling and programming ACD
- ACD agent types and how to configure
- IVR RADs, RAD Greetings, Hunt Groups and Phase Timers
- Path and Predictive Overflows
- ACD Skills-based Routing
- ACD Express

#### Audience

This course is intended for both technicians and customer administrators working with MiVoice Business embedded ACD. This is also recommended for MiContact Center product administrators.

#### Duration

2 Days

**Remote Instructor Led**

**Part Number: 53003357**

**MSRP: \$1699**

## MiVoice Business – Product Category

### MiVoice Business System Administration self-study course

#### Topics Covered

- The three programming tools
- Desktop, Group, and System Administration Tools
- IP Phones and Managing Extensions
- Programming Feature Keys
- Managing Groups (Hunt Groups, Pickup Groups, Page Groups)
- Voice Mail including Auto Attendant
- Managing System Options
- Change the date and time
- Add System Speed Call numbers
- Perform a Database Backup
- Setting up Call Rerouting

#### Audience

This interactive, web-based self study course is intended for those customer administrators who will only perform basic day-to-day administration tasks such as adds/moves/changes, and database backups.

#### Duration

6 hours

**Self-Study**

**Part Number: 53003799**



## Enterprise Manager – Product Category

### Enterprise Manager System Administration

#### Topics Covered

- How Enterprise Manager fits in your network
- Enterprise Manager Client software application
- Discover, manual addition and removal of nodes in the inventory
- Establish system Data Synchronization to MiVoice Business nodes
- Add a Directory Server node
- User Node Management tools and applications
- Auto-grouping and user defined groups
- Users, groups, and profiles using Security Administration
- Enterprise Manager Policies
- Enterprise Manager alarms and events
- Collecting voice quality statistics
- Enterprise Manager Reports
- Real time and historical MiVoice Business bandwidth management statistics
- Tools and applications
- Identify and troubleshoot Enterprise Manager problems
- Enterprise Manager log files
- SNMPv3 trap forwarding and security

#### Audience

This self study System Administration course is designed for anyone wishing to configure, monitor, and maintain Enterprise Manager.

Before enrolling in this course it is recommended that you have hands-on experience with MiVoice Business systems.

Note that this course contains lab exercises so it is recommended that you have a local Enterprise Manager system available for use during the training.

#### Duration

24 hours

#### Self-Study

**Part Number: 53001831**

## MiVoice Office 250 (5000 CP) – Product Category

### MiVoice Office 250 System Administration

(formerly 5000 System Administration)

#### Topics Covered

- Hardware and Software Configurations
- Using System Administration and Diagnostics
- Configuring System Features and Applications
- Configuring Basic Voice Mail and other applications
- Using Basic and Advanced Features and Functionality of MiVoice Office

#### Audience

This course is intended for end users who are responsible for day-to-day operations and administration of the MiVoice Office 250 system.

Remote training will require additional equipment at the student location. Please refer to the Course Description for details.

Self-Study course will use videos instead of hands on experience to convey items normally covered in labs.

#### Duration

5 days

#### Classroom

**Part Number: 53002680**

#### Remote Instructor Led

**Part Number: 53003363**

#### Self Study

**Part Number: 53003799**

### 200 ICP Basic System Administration - Self Study (Moves, Adds and Changes)

#### Topics Covered

- How to log in to the 200 ICP
- Accessing the programming database
- Managing Extensions and Groups
- Basic Moves, Adds and Changes
- IP Phones, Attendant Consoles, and their features
- Voicemail and Auto Attendant
- System Options and Maintenance

#### Audience

This interactive, web-based self-study course is designed for anyone who is responsible for performing basic moves, adds, and changes on a 200 ICP system

#### Duration

6 hours

**Self-Study**

**Part Number: 53003102**



## NuPoint Unified Messaging System Administration

### Topics Covered

- Customize Feature Classes of Service (FCOS) and Limits Classes of Service (LCOS)
- Provision users on the MiCollab version of NuPoint UM and mailboxes on the Standalone version
- Single digit routing, rotational, broadcast, greeting only, and greet with transfer
- Day and night hours, Dialing Plans, Dial by Name Functionality, etc.
- Customize the company greeting, create master distribution lists and perform administration by phone
- Record a Message Of The Day, handle unaddressed messages, and customize the user tutorial
- Routine administration procedures
- Configure call flows for auto attendant applications and end user mailboxes
- Standard and Advanced Unified Messaging Features

### Audience

This course is designed for end users to perform basic system administration tasks on both the MiCollab (MAS) version and the standalone version of Nupoint Unified Messaging.

Participants must complete the no-cost Nupoint Primer self-study prerequisite prior to attending this course. The primer will also introduce the student the MiVoice Business (MCD) platform.

Remote training will require additional equipment at the student location. Please refer to the Course Description for details.

### Duration

3 days

### Classroom

**Part Number: 53002975**

### Remote Instructor Led

**Part Number: 53003567**

## NuPoint Unified Messaging End User Self Study

### Topics Covered

- Overview of NuPoint System Components
- Types of supported messages
- Setting up and accessing your personal voice mailbox and messages
- Voicemail and email menu selections to play back and manage your mailbox messages
- Record, manage, and send a prerecorded message to others
- Nupoint user options menu to change your greetings, re-record your name, change your passcode, and create personal distribution lists
- Record a 2-party telephone conversation and save it to your mailbox
- Set up, play and send a FAX message
- Download and install a FAX printer driver
- Use the Speech Auto Attendant feature

### Audience

This course is intended for desktop end users who wish to get the most out of their NuPoint Unified Messaging system

### Duration

2-3 hours

### Self Study

**Part Number: 53002976**

## Customer Service Manager (CSM) Including Business Dashboard – Product Category

### Customer Service Manager (CSM) Applications

#### Topics Covered

- Overview of Hunt Groups
- Overview of Call Segmentation and Call Modeling
- Hands On Lab Exercises and Programming of the Customer Service Manager (CSM)

#### Audience

This course is intended for end users, Customer Service Representatives, Call Center Supervisors, Technicians, and System Administrators who require a comprehensive overview of the Customer Service Manager (CSM) capabilities.

Remote training will require additional equipment at the student location. Please refer to the Course Description for details.

#### Duration

20 hours (5 days of 4 hours each)

**Remote Instructor Led**

**Part Number: 53003101**

## Feature Teacher– Product Category

### MiVoice Business IP Phone Feature Teacher

**(Formerly called MCD IP Phone Feature Teacher)**

#### Topics Covered

- Explore selected features and functions available on Mitel IP Phones connected to the MiVoice Business system. Users are guided through the use of each feature and then have the option of trying each feature without guidance.
- Make a call
- Answer a call
- Speed Call: Programming
- Speed Call: Usage
- Messaging: Voice Mail
- Messaging: Call Me Back
- Messaging: Call Me Back Retrieve
- Call Pickup: In Pickup Group
- Call Pickup: Not in Pickup Group
- Do Not Disturb
- Direct Page
- Hold
- Transfer
- Conference
- Call Forward
- Call Park
- Call Park: Retrieve

Note: Some features are not available on all Mitel phones

#### Audience

This course is an on-line media rich interactive tutorial for Mitel IP Phone desktop users.

Licenses are simultaneous use and include a bundle manager which can be used to create multiple separately accessible bundles with independent login credentials.

#### Duration

Student and Feature Dependent

**10 Licenses**

**Part Number: 53002461**

**30 Licenses**

**Part Number: 53002462**

**50 Licenses**

**Part Number: 53002463**

**100 Licenses**

**Part Number: 53002464**

## Feature Teacher– Product Category (Continued)

### Mitel 5540 IP Console Feature Teacher

#### Topics Covered

- This interactive media rich course allows the user to explore selected features and functions available on the Mitel 5540 IP Console connected to a MiVoice Business system.
- Adjusting the Console
- Call Handling
- Using System Functions
- Using Extension Functions

#### Audience

This course is an on-line media rich interactive tutorial for Mitel 5540 IP Console operators.

#### Duration

Student and Feature Dependent

**Self Study**

**Part Number: 53003138**

### Mitel 5550 IP Console Feature Teacher

#### Topics Covered

- This interactive media rich course allows the user to explore selected features and functions available on the Mitel 5550 IP Console connected to a MiVoice Business system.
- Adjusting the Console
- Call Handling
- Using System Functions
- Using Extension Functions

#### Audience

This course is an on-line media rich interactive tutorial for Mitel 5550 IP Console operators.

#### Duration

Student and Feature Dependent

**Self Study**

**Part Number: 53003349**



**MCSO Adv Customer Admin Oria SS**

**Topics Covered**

- About This Course
- Overview, Terminology, and System Hierarchy
- Deployment Snapshots and Workflow
- Service Level Accesses
- New Customer Preparation
- Creating Customers and Users in Oria
- Auto Attendant Call Routing
- Advanced Features
- Creating Programmable Keys
- MiCollab

**Audience**

The Oria Advanced Customer Administration course provides information for Service Providers to administer day-to-day Customer Creations, Customer Edits, and Customer Deletes. This course qualifies Oria Advanced Customer Administration certified technicians with Oria Rel 4.0 Advanced Customer Administration certification.

**Duration**

Student and Feature Dependent

**Self Study**

**Part Number: 53003767**





### MiCC Online Pass

#### Overview

The MiCC Online Pass provides unlimited access to your purchased amount of users for a period of one year. The series of 40+ courses are designed to assist the multitude of roles that are found in today's evolving contact center. Your agents, managers, administrator, quality analyst will all find value in the offered courses. Powered by the experience and expertise of **Mitel** and **ICMI (International Customer Management Institute)** your contact center will have access to the leading edge contact center best practice training helping you realize your contact center business goals.

For nearly 30 years **ICMI** has been in the business of improving contact centers. Whether it be your people, your processes or your strategy, **Mitel** and **ICMI** want to partner with you to take your customer service to the next level

#### Audience

These series of courses are designed to assist all members of your contact center staff from your phone agents, supervisors, managers and quality analyst. They will not only learn how to properly use the toolset, but industry best practices.

#### Duration

Varies per course

**Self Study MiCC Online Pass: 30 Agents**

**Part Number: 53003847**

**Self Study MiCC Online Pass: 100 Agents**

**Part Number: 53003850**

**Self Study MiCC Online Pass: 250 Agents**

**Part Number: 53003851**

**Self Study MiCC Online Pass: 400 Agents**

**Part Number: 53003852**



## MiContact Center (MiCC) Business or Enterprise – Mitel Platform

### MiCC Maintaining your IVR

#### Topics Covered

- General Overview of YourSite Explorer
- Designed Overview
- Hunt group creation
- Analysis of the customer call flow
- How to create, edit and assign prompts
- Historical and real-time reporting

#### Audience

This course is intended for Administrators within your business, typically members of your IT department, who are responsible for configuring and maintaining the MiCC IVR.

#### Duration

Up to 6 hours for remote instructor led (includes customized content)

**Remote Instructor Led**

**Part Number: 53003620**

### MiCC Supervising your Contact Center

#### Topics Covered

- Yoursite Explorer basic orientation
- Basic Functionality of menus
- Creating Reports
- Scheduling Reports
- Forecasting
- Contact Center Client

#### Audience

This course is intended for employees within your business that act as supervisors or managers within the contact center. They typically run and receive historical reports on agent and queue statistics as well as monitor contact center activity in real time using Contact Center Client.

#### Duration

Up to 4 hours for remote instructor led (includes customized content)  
Up to 2 hours for self study (not customized)

**Remote Instructor Led (Private – Up to 7 Students)**

**Part Number: 53003452**

**On Site - Instructor Led at your location**

**Request a quote from your Mitel Partner**

**Self Study (Per Student)**

**Part Number: 53003454**

### MiCC Administering your Contact Center

#### Topics Covered

- YourSite Explorer Enterprise and Device Configuration
- Security Roles
- Data Mining – ACD Inspector
- Data Mining – SMDR Inspector
- Contact Center Client

#### Audience

This course is intended for Administrators within your business, typically members of your IT department, who are responsible for configuring and maintaining the MiCC software.

#### Duration

Up to 4 hours for remote instructor led (includes customized content)  
Up to 2 hours for self study (not customized)

**Remote Instructor Led (Private – Up to 7 Students)**

**Part Number: 53003455**

**On Site - Instructor Led at your location**

**Request a quote from your Mitel Partner**

**Self Study (Per Student)**

**Part Number: 53003457**

## MiContact Center (MiCC) Business or Enterprise – Mitel Platform (Continued)

<b>MiCC Multi-Media Contact Center</b>	<b>Topics Covered</b> <ul style="list-style-type: none"> <li>- Adding MCC Employees</li> <li>- Associating agents ID's to employees</li> <li>- Configuring agents to use MCC</li> <li>- Adding MCC Queues</li> <li>- Specifying MCC options</li> <li>- Agent actions in MCC</li> <li>- Handling contacts</li> <li>- MCC templates</li> </ul>	<b>Audience</b> <p>This course is intended for Administrators within your business , typically members of your IT department, who are responsible for configuring and maintaining the MiContact Center product. Employees within your Contact Center may also benefit from this session.</p>	<b>Duration</b> <p>Up to 2 hours for remote instructor led (includes customized content)</p>
<b>Remote Instructor Led (Private – Up to 7 Students)</b> <b>On Site - Instructor Led at your location</b>		<b>Part Number: 53003458</b> <b>Request a quote from your Mitel Partner</b>	
<b>MiCC Business Reporter</b>	<b>Topics Covered</b> <ul style="list-style-type: none"> <li>- Yoursite Explorer configuration</li> <li>- Call Accounting configuration</li> <li>- Running Call Accounting reports</li> <li>- Scheduling and distribution of reports</li> <li>- SMDR Inspector</li> <li>- Contact Center Client Extension State by Position monitor</li> <li>- Security roles</li> </ul>	<b>Audience</b> <p>This course is intended for Administrators within your business , typically members of your IT department, who are responsible for configuring and maintaining the MiContact Center product. Employees within your Contact Center who act as Supervisors or Managers may also benefit from this session.</p>	<b>Duration</b> <p>Up to 4 hours for remote instructor led (includes customized content)</p>
<b>Remote Instructor Led (Private – Up to 7 Students)</b> <b>On Site - Instructor Led at your location</b>		<b>Part Number: 53003460</b> <b>Request a quote from your Mitel Partner</b>	
<b>MiCC Creating Flexible Reports</b>	<b>Topics Covered</b> <ul style="list-style-type: none"> <li>- Flexible reporting user interface</li> <li>- Creating new reports</li> <li>- Modifying standard reports</li> <li>- Modifying existing reports</li> <li>- Running reports</li> </ul>	<b>Audience</b> <p>This course is intended for employees within your Contact Center who act as Supervisors or Managers. They typically run and receive historical reports on agent and queue statistics as well as monitor contact center activity in real time using Contact Center Client.</p>	<b>Duration</b> <p>Up to 2 hours for remote instructor led (includes customized content)</p> <p>Up to 2 hours for self study (not customized)</p>
<b>Remote Instructor Led (Private – Up to 7 Students)</b> <b>On Site - Instructor Led at your location</b> <b>Self Study (Per Student)</b>		<b>Part Number: 53003462</b> <b>Request a quote from your Mitel Partner</b> <b>Part Number: 53003464</b>	

## MiContact Center (MiCC) Business or Enterprise – Mitel Platform (Continued)

### MiCC Utilizing Softphone Phoneset

#### Topics Covered

- Customize Softphone toolbar
- Sounds and Notifications
- Call Forwarding
- Speed Dial
- Shortcut Keys
- Pre-Announcements
- Making and terminating calls
- Answer and forward calls
- Call handling (Transfer etc.)
- Setting ACD status

#### Audience

This course is intended for Agents and employees who will be part of the Contact Center and answer contacts from the various media (ACD Voice, Email, Chat, etc.). They typically do not run reports, though they may have access to real-time monitors within the Contact Center Client.

#### Duration

Up to 1 hour for remote instructor led customized session

**Remote Instructor Led (Private: Up to 10 Students)**

**Part Number: 53003465**

**On Site - Instructor Led at your location**

**Request a quote from your Mitel Partner**

**Self Study (Per Student)**

**Part Number: 53003467**

### MiCC Workforce Scheduling

#### Topics Covered

- Determining your schedule needs
- Configuring holidays, overtime, time off skills and employees
- Creating a schedule
- Assessing business hours
- Configuring shifts, breaks and jobs
- Importing forecasts
- Day to day schedule maintenance
- Configuring Adherence parameters
- Reporting
- Employee Portal

#### Audience

This course is intended for employees within your business that act as supervisors or managers within the contact center. They typically run and receive historical reports on agent and queue statistics as well as monitor contact center activity in real time using Contact Center Client.

#### Duration

Up to 20 hours

**Remote Instructor Led (Private – Up to 7 Students)**

**Part Number: 53003468**

**On Site - Instructor Led at your location**

**Request a quote from your Mitel Partner**



## MiContact Center (MiCC) Business or Enterprise – Mitel Platform (Continued)

### MiCC Utilizing Salesforce.com Adaptor

#### Topics Covered

- Launching the connector
- Logging in
- Setting and removing Make Busy codes
- Answering calls
- Using hold
- Transferring calls
- Call Notes

#### Audience

This course is intended for Agents and employees who will be part of the Contact Center and answer contacts from the various media (ACD Voice, Email, Chat, etc.). They typically do not run reports, though they may have access to real-time monitors within the Contact Center Client.

#### Duration

Up to 1 hour for remote instructor led customized session

Up to 1 hour for self study which is not customized

**Remote Instructor Led (Private: Up to 10 Students)**

**Part Number: 53003480**

**On Site - Instructor Led at your location**

**Request a quote from your Mitel Partner**

**Self Study (Per Student)**

**Part Number: 53003482**

### MiCC Utilizing Ignite to Handle Multimedia Contacts

#### Topics Covered

- Logging in and out of Ignite
- Navigating the Ignite User Interface
- Viewing, Organizing and Searching for contacts in Ignite
- Viewing and Configuring Ignite's Real Time Monitors
- Managing and Configuring Settings of your Ignite Profile
- Controlling your Availability in Ignite
- Handling Email Contacts
- Handling Chat Sessions
- Handling Calls

#### Audience

This course is designed for supervisors and agents who will be using Ignite to handle multimedia contacts. The course starts with a quick overview of the functions of Ignite, licensing requirements, and introduction to the Ignite's user interface. It proceeds to cover in entirety how to handle contacts through email, chat, and calls.

#### Duration

Up to 1.5 hours for Self-Study

**Self Study (Per Student)**

**Part Number: 53003725**



# MiVoice Call Recording and Quality Management

## Using MiVoice Call Recording

### Topics Covered

3 Main Components of MiVoice Call Recording Solution (Desktop Client, Management Studio, Navigator)

- Adding information to a call record
- Starting and Stopping call recording
- Configuring User Interface
- Searching and Playing back a call record
- Accessing Navigator Web Interface and supported browsers
- Searching and Playing back call record in the web navigator

### Audience

The Remote Leader-Led course is designed for customer supervisors who will be performing day-to-day tasks involving call recording evaluation tasks such as finding calls and listening to call recordings. It is also helpful for agents to manage their recordings including how to add critical information to calls that help in reporting and how to request help from supervisors while on a call.

### Duration

Up to 3 hours (includes customized content)

**Remote Instructor Led (Private – Up to 7 Students)**

**Part Number: 53003663**

**Onsite – Instructor Led at your location**

**Request a quote from your Mitel Partner**

**Self Study**

**Part Number: 53003752**

## Administering MiVoice Call Recording

### Topics Covered

Call Recording Solution (Architecture and Requirements)  
Configuring your MiVoice Call Recording Solution in Management Studio

- Verifying System Check points
- Creating and Managing Lists and Call Filters
- Understanding and Setting Recording Rules
- Creating and Managing Users and User Groups
- Managing User Permissions

### Audience

The course is designed for managers, supervisors, and administrators who will be setting the initial configuration of the Management Studio and who will be doing the day-to-day administrator tasks such as creating call lists, call filters, setting recording rules, adding users and user groups, etc.

### Duration

Up to 3 hours (includes customized content)

**Remote Instructor Led (Private – Up to 7 Students)**

**Part Number: 53003662**

**On Site - Instructor Led at your location**

**Request a quote from your Mitel Partner**

**Self Study**

**Part Number: 53003753**



## MiVoice Call Recording and Quality Management (Continued)

### Using Quality Management

#### Topics Covered

3 Main Components of MiVoice Call Recording Solution (Desktop Client, Management Studio, Navigator)

- Adding information to a call record
- Starting and Stopping call recording
- Configuring User Interface
- Searching and Playing back a call record
- Listening to Live Calls
- Running Reports
- Evaluating a Call Record
- Accessing Navigator Web Interface and supported browsers
- Searching and Playing back call record in the web navigator

#### Audience

The Remote Leader-Led course is designed for customer managers, supervisors, and administrators who will be performing day-to-day tasks involving call recording evaluation tasks such as customizing the User Interface, finding calls and listening to call recordings. Emphasis is placed on searching for and playing back call recordings as well as adding information to the call record to assist in search and retrieval. Advanced Quality Management functionality is discussed to include Live Call Monitoring, filling out Evaluations (Scorecards) and setting up and running Reports.

#### Duration

Up to 4 hours (includes customized content)

**Remote Instructor Led (Private – Up to 7 Students)**

**Part Number:53003676**

**On Site - Instructor Led at your location**

**Request a quote from your Mitel Partner**

**Self Study**

**Part Number: 53003754**

### Administering Quality Management

#### Topics Covered

Call Recording Solution (Architecture and Requirements)  
Configuring Quality Management in Management Studio

- Verifying System Check points
- Creating and Managing Lists and Call Filters
- Understanding and Setting Recording Rules
- Creating and Managing Users and User Groups
- Managing User Permissions (Historical Calls, Live Calls, Reports)
- Creating Ad Campaigns
- Creating Evaluations

#### Audience

The course is designed for managers, supervisors and administrators who will be setting the initial configuration of the Management Studio and who will be doing the day-to-day administrator tasks such as creating call lists, call filters, setting recording rules, adding users and user groups, managing user permissions to historical calls, live calls, and reports and creating evaluations.

#### Duration

Up to 4 hours (includes customized content)

**Remote Instructor Led (Private – Up to 7 Students)**

**Part Number: 53003490**

**Onsite – Instructor Led at your location**

**Request a quote from your Mitel Partner**

**Self Study**

**Part Number: 53003755**

# MiVoice Call Recording and Quality Management End User Certification

## Call Recording Administration

### Topics Covered

This course will cover both how to configure and use the MiVoice Call Recording Solution.

Call Recording Solution (Architecture and Requirements)

Configuring your MiVoice Call Recording Solution

- Verifying System Check points
- Creating and Managing Lists and Call Filters
- Understanding and Setting Recording Rules
- Creating and Managing Users and User Groups
- Managing User Permissions

Using your MiVoice Call Recording Solution

- Adding information to a call record
- Starting and Stopping call recording
- Configuring User Interface
- Searching and Playing back a call record
- Accessing Navigator Web Interface and supported browsers
- Searching and Playing back call record in the web navigator

### Audience

The Remote Leader-Led course is designed for customer managers, supervisors, and administrators who want to be certified in supporting both the usage and administration of the MiVoice Call Recording Solution.

### Duration

Up to 7 hours

**Remote Instructor Led (Per Student)**

**Part Number: 53003665**

**On Site - Instructor Led at your location**

**Request a quote from your Mitel Partner**





## MiVoice Call Recording and Quality Management End User Certification (Continued)

### Quality Management Administration

#### Topics Covered

- This course will cover both how to configure and use the Quality Management recording solution.
- Call Recording Solution (Architecture and Requirements)
- Configuring your Quality Management recording Solution
- Verifying System Check points
  - Creating and Managing Lists and Call Filters
  - Understanding and Setting Recording Rules
  - Creating and Managing Users and User Groups
  - Managing User Permissions (Historical Calls, Live Calls, Reports)
  - Creating Evaluations
- Using your Quality Management recording Solution
- Adding information to a call record
  - Starting and Stopping call recording
  - Configuring User Interface
  - Searching and Playing back a call record
  - Listening to Live Calls
  - Running Reports
  - Evaluating a Call Record
  - Accessing Navigator Web Interface and supported browsers
  - Searching and Playing back call record in the web navigator

#### Audience

The Remote Leader-Led course is designed for customer managers, supervisors, and administrators who want to be certified in supporting both the usage and administration of the Quality Management recording solution.

#### Duration

Up to 7 hours

**Remote Instructor Led (Per Student)**

**Part Number: 53003666**

**On Site - Instructor Led at your location**

**Request a quote from your Mitel Partner**



## MiContact Center (MiCC) Business or Enterprise – Lync

### MiCC Maintaining Lync IVR

#### Topics Covered

Overview of YourSite Explorer  
Overview to IVR

- Creating Trusted Endpoints
- Understanding Customers Call Flow
- Understanding Basic and Advanced IVR Activities and Conditions

Overview of Historical and Real Time Reports

#### Audience

This course is intended for system administrators who will be responsible in the configuration and programming of the MiCC for Lync.

#### Duration

Up to 6 hours for remote leader led (included customized content)

**Remote Instructor Led**

**Part Number: 53003624**

### MiCC Lync Administering your Contact Center

#### Topics Covered

Overview of YourSite Explorer  
Configuring your MiCC Lync in YourSite Explorer

- Configuring Media Servers
- Configuring Employees and Agents
- Configuring Queues
- Programming Music on Hold
- Programming Make Busy codes
- Setting Alarms
- Understanding Network Monitors

#### Audience

This course is intended for system administrators who will be responsible in the configuration and programming of the MiCC for Lync.

#### Duration

Up to 4 hours for remote instructor led (includes customized content)

**Remote Leader Led (Private – Up to 7 Students)**

**Part Number: 53003472**

**On Site - Instructor Led at your location**

**Request a quote from your Mitel Partner**

### MiCC Lync Supervising your Contact Center

#### Topics Covered

Report Configuration Options  
Report Generation

- Generating Reports
- Creating Scheduled Reports
- Using Forecasting tool

Contact Center Client

- Working with Real Time Monitors
- Using Auditor
- Setting up Marquee
- Setting Alarms

#### Audience

This course is designed for managers and supervisors who will run both real time and historical reports. It covers report configuration options, report generation, and the tools used to monitor and audit real-time statistics for an ACD (Automated Call Distribution) licensed environment.

#### Duration

Up to 4 hours for remote instructor led (includes customized content)

**Remote Instructor Led (Private – Up to 7 Students)**

**Part Number: 53003470**

**On Site - Instructor Led at your location**

**Request a quote from your Mitel Partner**

## MiContact Center (MiCC) Business or Enterprise – Lync (Continued)

### MiCC Multi-Media Contact Center for Lync

#### Topics Covered

- Multimedia Configuration
- Configuring Media Servers
  - Configuring Employees and Agents
  - Configuring Queues
- Workflow Function and Design
- Configuring Inbound and Inqueue Workflows for Multimedia
  - Configuring Agent Group Membership
- Using Ignite to Handle Multimedia Contacts
- Logging in and Logging out of Ignite
  - Navigating the Ignite User Interface
  - Using Ignite to handle multimedia contacts
  - Ignite Real Time Monitors
- Running Multimedia Reports
- Monitoring your Multimedia Contact Center in Real Time

#### Audience

This course is intended for Administrators within your business, typically members of your IT department, who are responsible for configuring and maintaining the MiContact Center product. Employees within your Contact Center may also benefit from this session.

#### Duration

Up to 2 hours for remote instructor led (includes customized content)

**Remote Instructor Led (Private – Up to 7 Students)**

**Part Number: 53003626**

**On Site - Instructor Led at your location**

**Request a quote from your Mitel Partner**

### Ignite for Lync

#### Topics Covered

- Functions of Ignite for Lync
- Navigating the Ignite for Lync User Interface
- Using Ignite for Lync to Handle Calls
- Logging in and Logging out of Ignite
  - Viewing Agent Status and Controlling Availability to receive ACD calls
  - Viewing Agent and Queue Statistics
  - Handling Calls and Call Routing (answer, hold, transfer)
  - Requesting Help from Supervisor using Ignite for Lync

#### Audience

This course runs up to 1 hour and is designed primarily for agents. It begins with an overview of the Ignite for Lync to familiarize agents with the functions and user interface of the Ignite for Lync toolbar. It covers how to handle calls and call routing using Ignite for Lync including how to place calls on hold, transfer calls, and request help from a supervisor.

#### Duration

Up to 1 hour for remote instructor led (includes customized content)

Up to 1 hours for Self Study

**Remote Instructor Led (Private – Up to 7 Students)**

**Part Number: 53003476**

**Self Study (Per Student)**

**Part Number: 53003479**

