

## **CMS Report Intro. & CMS Supervisor**

**Course length:** 2 Days  
Includes all materials

---

### **Course description:**

Avaya CMS Supervisor provides the information and management tools that customers need to monitor and analyse the performance of their contact centre operations, showing where improvements are needed and where to take fast and effective action.

This course is divided into 2 days:

#### **Day 1**

This course provides an introduction to the Avaya ACD system. It is designed to educate contact centre supervisors on the building blocks that make the Avaya ACD system. A PowerPoint presentation will be used to introduce the various features and functionality of the ACD system. This will also be an opportunity for the supervisors to discuss what features and functionality will be utilised for their specific system. The trainer will highlight several real time and integrated reports which the supervisors can use from day 1. This course must be delivered before a Go Live, x2 sessions 3-4 delegates:

09:00 – 12:00

13:00 – 16:00

#### **Day 2**

This comprehensive course for CMS Supervisor has been designed to educate contact centre supervisors on how the system functions, where different types of reports can be found and how to run these reports in order to manage the contact centre effectively.

This session to take place after Go Live:

10:00 – 16:00

---

### **Audience:**

Supervisors/System Administrators

---

### **Course objectives:**

Upon successful completion, delegates will be able to:

- > Understand the building blocks of the Avaya ACD System
- > Understand the various features & functionality of the Avaya ACD system
- > Overview of the ACD call flow process
- > Log into the CMS Supervisor software
- > Overview of the toolbar
- > Administer the dictionary
- > Understand and administer Agent Login ID's
- > Understand and administer Agent Groups
- > Interpret real time reports
- > Interpret integrated reports
- > Interpret historical reports
- > Administer exceptions
- > Setup scripts for frequently used reports
- > Manage agent skills and skill levels
- > Administer agent traces

**For course information and bookings**

Call 0844 561 0076 or email [training@vodafone-central.com](mailto:training@vodafone-central.com)

---

**Course cost** £1500.00

---

**Facilities required:**

**Day 1**

- > Meeting/Training Room
- > Flipchart/projector
- > One PC connected to projector with Powerpoint presentation
- > One PC with CMS Supervisor s/w, connected to network & to CMS server
- > CMS login with full permissions must be provided to trainer
- > An ACD agent phone per attendee

**Day 2**

- > Meeting/Training Room
- > Flipchart/projector
- > One PC with CMS Supervisor s/w, connected to network & to CMS server
- > Each attendee must bring their CMS login

---

**Product code:** TS205

---