

Course Outline:

- Contact Center Manager Administration Access
- Administering CCMA Resources
- Threshold Classes
- Call Presentation Classes
- Skillsets
- Contact Center Management: Agents and Supervisors
- Contact Center Management: View
- Contact Center Management: Assignments
- Bulk Load Data Configuration
- Access and Partition Management
- Real-Time Statistics and Formulas
- Real-Time Reporting
- Agent Desktop Display
- Historical Statistics
- Interpreting Reports
- Historical Reporting
- Understanding all of it together