

MiCC Business IVR System Administration Remote Leader-Led

Scansource Part Number

50278558

Mitel Part Number

53003620

Format

Remote Leader-Led

Duration

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

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 Business 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

Cancellation Policy for Remote Leader-Led Training

Please note that if you need to reschedule or cancel remote leader-led training you will be subject to a cancellation fee.

Classes cancelled or rescheduled within 10 business days will be required to pay 50% of the cost.

Classes cancelled or rescheduled within 5 business days will be required to pay 100% of the cost.

