

MiVoice Call Recording End-user Remote Leader-Led

Scansource Part Number

50278562

Mitel Part Number

53003663

Audience

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

Duration

Up to 4 hours (includes customized content)

Agenda

User Portion (Management Studio and Navigator):

- 1) Logging in to the Management Studio Client
- 2) Configuring the Management Studio Client
- 3) Finding a Call (Advanced Search)
- 4) Playback Controls for playing the recorded call
- 5) Annotation – Placing Notes on Calls
- 6) Sharing Recorded Calls/Converting Calls to .mp3
- 7) Placing Calls in Folders – Drag & Drop and Saved Searches
- 8) Logging in to Desktop Client (if applicable)
- 9) Using Desktop Client (if applicable)
- 10) Live Call Monitoring – listening to Live Calls (if licensed and applicable)
- 11) Evaluations – Scorecards for Grading Calls (if licensed and applicable)
- 12) Call Recording Reports (if licensed and applicable)
- 13) Logging in to Navigator
- 14) Finding a Call in Navigator (Basic Search)

Administration Portion (Call Recording Admin):

- 1) System Check – Ensure all essential fields are correct
- 2) Call Recording Rules – Hierarchy
- 3) Setting Up Ports
- 4) Setting Up Call Filters (Lists and Other Criteria)
- 5) Applying Call Filters to Call Recording Rules
- 6) Setting Up Users and Permissions
- 7) Setting Retention Policy Parameters



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.

