

## Startel CMC Admin Training Agenda

The Contact Management Center (CMC) Admin Training Class is an overview of fundamental concepts and techniques for managing your Startel CMC. Below is a detailed agenda of what attendees can expect to learn during the 3-day training.

### SYSTEM OVERVIEW

Review how a call is routed to the Startel Soft Switch and presented to an agent, including:

- Lookup Table
- Routing Table
- Scenarios
- Queues in the Soft Switch
- Affinity Groups in the CMC

### ACCESS CONTROL

Define options and how they affect accessing the CMC plug-ins, including:

- General Plug-ins
- Agent Interface
- Instant Messaging

### AGENT MAINTENANCE

Learn how to add agents to the Startel CMC, including:

- Affinity Groups
- Options

### CLIENT MAINTENANCE

Learn how to add clients to the Startel CMC, including:

- Client Info
- Affinity Groups
- Options
- Members
- Mastercards
- Menus
- Message Slips
- IntelliForms
- Dispatch Scripts
- Group Dispatch

## TEMPLATES

Covers the basics of how to add Templates in the Startel CMC. Learn how to add:

- Message Templates
- Menu Templates
- IntelliForms Templates

## MACROS

Learn when and why Macros may be used, including:

- System-wide Macros
- Client Macros

## BILLING GROUP

Understand how to create a billing group and define unit time.

## DIRECTORIES

Learn how to create directories within the Startel CMC, including Normal Directory, Global Directory, and Member Directory.

## CMC OnCall

Create a CMC OnCall account with members.

## ALARM MANAGER

Receive an introductory overview of the Startel Alarm Manager, including how to set up basic alarms with notifications.

## REPORTS

Review all of the available Startel reports and field definitions.

## INTELLISITE

Receive an overview of IntelliSite, including viewing messages, members, and OnCall. Also, learn to program users in IntelliSite Access Control.

**For questions regarding the Startel CMC Admin Training Agenda, or to register for the class, please contact Startel Training at 800.782.7835 x709 or [training@startel.com](mailto:training@startel.com).**