

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 949.863.8709 or training@startel.com.