



# IEX TotalView training

*Whether you are a new user or have worked with TotalView for a while our courses give you the opportunity to expand your knowledge, achieve the most from your system and network amongst peers.*

At QPC we recognise that delivering excellence in workforce management requires more than just the purchase of software as any solution is ultimately only as good as the people using it.

For this reason we have introduced a training and accreditation programme that will enable you to use TotalView to its full potential, unlocking the power of the system and ensuring that you gain the maximum benefit from your investment.

Whether you are a new user or have worked with TotalView for a while our courses give you the opportunity to expand your knowledge, achieve the most from your system and network amongst peers.

The types of training that we offer can be broadly split by need:

#### **Kick off training**

Kick Off training is designed to help you set up your new TotalView system to meet your requirements and business needs. This intensive training requires input from employees across the organisation, from resource planners to team leaders and senior managers. These training courses give you the tools, knowledge and confidence to get the best out of TotalView.

#### **Refresher training**

Refresher training is ideal for new starters to your organisation. Whether your TotalView solution was installed this year or two years ago there may well have been changes in your team. TotalView knowledge becomes diluted as those that were originally trained move on.

#### **Webinars**

Webinars are delivered via the internet, last for 45 minutes and are free to customers with current support contracts. They are not intended to replace training but do provide attendees with high level knowledge and networking opportunities whilst contributing to the decision making process for the purchase of new modules.

#### **TotalView certification (Kick Off and Refresher Training)**

Measure your knowledge of TotalView and become an Accredited User by completing tests for each module. Successful candidates will receive their own certificate validating their competency.

Whether you are introducing a new Excellence Programme, require change management guidance or simply wish to ensure that TotalView continues to help you meet your key objectives we can customise a programme for you.



# kick off training

## new system set up and user training



### Courses

Application Design Workshop\*  
(½ - 1 day)

Database Build Workshop\*  
(2 days)

Application Process Class\*  
(3 days)

Team Leader Training\*  
(½ day)

Vacation Planner (1 day)

WebStation  
(1 hour)

SmartSync Discovery Day  
(½ - 1 day)

Multimedia  
(1 hour)

### Objectives

Plan and design the TotalView structure and configuration required for your business.

Customise TotalView to the specific needs of your organisation. Define the database to reflect your call flows and work rules.

Use the system with real data, maintain the agent database, generate forecasts, plans and schedules, monitor activities, manage changes and generate reports.

Focus on the processes involved in managing the contact centre on a daily basis, such as making updates to agent schedules, updating plan requirements to meet the needs of the day and managing schedules to meet service level goals.

Set up and use Vacation Planner. Held after Application Process Class.

Features and functionality of the product. Held after Application Process Class.

Establish data requirements. Attendees should be familiar with TotalView functionality.

Produce a forecast for non phone contact work. Held after Database Build Workshop and Application Process Class and delivered as a webinar.

*Kick Off training is designed to help you set up your new TotalView system to meet your requirements and business needs.*

Kick Off courses take place on your premises using your newly installed TotalView system. They are tailored to suit your system and business, making the integration into your organisation as smooth as possible.

\* These training courses form part of your TotalView installation.



# refresher training

Improve your use of TotalView

*Refresher training is ideal for new starters to your organisation or to enhance your knowledge and use of TotalView.*

## Courses

Planning & Forecasting (1 day)

Scheduling - Foundation (1 day)

Scheduling - Advanced (1 day)

Change Management/Intraday (1 day)

Vacation Planner (1 day)

## Objectives

Understand the TotalView forecasting principles

Focus on operational scheduling

Find out how a scheduler fits in to the WFM process and what constitutes a good set of schedules.

Learn to use all of the intraday tools available within TotalView, understand the WFM process and complexity that multi-skilling brings to the decision making process of an Intraday Manager.

Learn about the database set up of Vacation Planner and how to adjust settings within TotalView to realise the distinct holiday policies inherent within your organisation. Share best practice with other delegates on the varied implementation of vacation and holiday principles.

Refresher courses have the added flexibility of taking place at your premises or in a public environment. On premise training allows specific questions and problems to be resolved within the context of your unique business processes and environment. Course agendas can be customised for your specific needs. Furthermore, up to eight of your employees can be trained at the same time. Alternatively, if you have just one or two employees requiring training then the publicly delivered courses are a very cost effective option. Attend just one course or all five at any time depending on your needs. The choice is yours.

Scheduled regularly throughout the year attendees of the public courses receive the same high standard of training but with the added benefit of mixing with people from other organisations and backgrounds discovering new ideas and best practice.

Banked Professional Services Days can be used to pay for course attendance. Please contact your Account Manager for more details.



# webinars

FREE introductory seminars



## Courses

Forecasting Algorithms

Long Term Forecasting

Creating Shifts

Introducing Preferences

Change Management

Reports

SmartSync

Multimedia

## Objectives

Complete overview of the process behind successful and accurate forecasting.

Overview and advice on long term forecasting and personnel planning.

Creating agent shifts (tour templates/groups) and in-depth discussion on using the Agent Availability screen.

How to set up preferences and advice on introducing preferences into your contact centre.

Complete overview of the Change Management Process.

An overview of both the frequently used reports and more unknown but useful reports within TotalView.

Identify the need and establish integration with 3rd party applications e.g. payroll, attendance, human resources.

Forecast and plan for non-phone based contact types e.g. email enabling you to optimise resources in single and blended environments

*Webinars are delivered via the internet, last for 1 hour and are free to customers with current support contracts.*

Participate in interactive meetings from the convenience of your office. These complimentary educational sessions provide an ideal introduction to our more in-depth product training courses. Held on Friday mornings at 10am, the spring programme begins on the 7th April and the autumn programme begins on the 26th September 2006.

For further information on booking any of our courses or to discuss your requirements in more detail please contact us.

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**360° workforce optimisation** - workforce management, quality monitoring, performance management, eLearning, skills management

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