

HIN-IT

Purpose of training was to verify the alignment of the solution compared to business process.

Following Scenarios has been tested during training


Contact Center: IT Training Topic Completed	
Topic	Description
Uploading Engineer Data in Interaction Connect	Uploading excel format
Uploading Customer Data for CRM in Database	Uploading excel format
Interaction Attendant	Wrap up codes
	Holiday prompt
	Working hours
	Working days
	Blacklist nos.
	Configure callback in ATS and P&E
Interaction Designer	
Interaction Administrator	Line Configuration
	Station Configuration
	License Allocation
	User, Workgroup & Role Configuration
	Password Policies
	Wrap-Up Code & Category Configuration
	Skill set Configuration
	Callback Configuration
	Feedback Call
	Voicemail Configuration
ICBM	Default Workspace - View
	User Productivity Summary Report
	Queue Summary Report
	User Call Detail Report
	Customer Feedback Report - Configuration & UAT
Report Clarification	
	Barge Calls

Call Transfer-Supervisor (CRM functionality)	Coach on calls
	Join in the middle of call
	Private, Pause, Secure Pause
	Supervisor - Agent CRM window
Password Change Process	UAT
CIC server backup	Interaction Migrator
	UAT
Final UAT for whole process	
Admin Id changed	Changed to contact.centre@horiba.in

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Department : IT

Signature : 

Date : 21/05/2019

Remarks :

Name (Trainer) : Surya Kiran (CEX Labs)

Signature :