

Calabrio Learning Center

The Calabrio Learning Center offers training courses designed to help agents, supervisors, administrators and others be skillful and successful using both Calabrio and Cisco contact center software.

Calabrio curriculum supports end-user knowledge transfer by product and by role. Courses include:

Workforce Management

- > Administrator and Scheduler Training
- > Supervisor Training
- > Agent Training
- > Consulting and Optimization

Compliance Recording and Quality Management

- > Administrator Training
- > Supervisor and Evaluator Training
- > Agent Training

Cisco Agent and Supervisor Desktop Suite

- > Administrator Training
- > Supervisor Training
- > Agent Training

Cisco Reporting Solutions

- > Cisco Unified Contact Center Express (CCX) Historical Reporting Training
- > Cisco Unified Contact Center Enterprise (CCE) WebView Training

Comfortable, Capable and Satisfied

Understanding the capabilities of a software application is critical for end-user acceptance and customer satisfaction, so end-user training is a key factor in the overall success. Calabrio's goal is to ensure that each individual who uses our software is comfortable, capable and satisfied with their results.

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Experienced, Knowledgeable and Flexible

Customers come to Calabrio for training and consulting with the confidence that they are in the capable hands of the software subject matter experts. Calabrio's training staff is:

- > Experienced – with 30+ combined years of history in Cisco Unified Contact Center, and contact center applications
- > Knowledgeable – having expertise in all core software areas, as well as Cisco Unified Contact Center Enterprise (CCE) and Cisco Unified Contact Center Express (CCX), and Cisco Unified Communications Manager system administration
- > Flexible – able to adapt to a customer's training needs using a variety of delivery methods, including at the customer site, at Calabrio headquarters, via virtual classroom and/or eLearning

Calabrio individual trainers have a reputation for quality, receiving consistently excellent satisfaction scores in all course work.

A Comprehensive and Flexible Curriculum

Every customer has training needs, but those needs will vary from customer to customer. Calabrio's curriculum is based on core concepts and best practices, but is also modeled to be specific to the customer's business needs, which helps shorten the time from implementation to result.

Delivery

The Calabrio Learning Center offers a tailored mix of training at the customer site, classroom training at Calabrio headquarters in Minneapolis, MN, as well as virtual classroom training. Customers log into the system directly during on-site training for hands-on experience. For this reason, a one-to-one ratio for a participant to a PC is preferred. A two-to-one ratio is acceptable.

Workforce Management Curriculum

Calabrio's best practice is to work with the customer's own system environment and data for end-user training. This helps ensure that the customer is comfortable with using the software – not only conceptually, but practically within their own business. Training preparation resources include the software design document, customer requirements document and system configurations, so Calabrio trainers become familiar with the customer system and objectives prior to training.

Calabrio also offers schedule optimization and consulting once the customer has had the software installed and working for a period of time, which helps to ensure that the customer is using the software capabilities to their full potential.

COURSE	DESCRIPTION	STUDENT CAPACITY	DURATION
Administrator and Scheduler Training	How to and best practices for administrators and schedulers in configuring agents, forecasts, and schedules. Also covers daily schedule maintenance and strategic planning.	12	3 days (CCX) 4 days (CCE)
Supervisor Training	Supervisors learn how to view and manage team and agent schedules.	15	2 hours
Agent Training	Agents learn how to view and manage their individual work schedule.	20	.5 – 1 hour
Consulting and Optimization (aka. Functional Support)	Calabrio consultants assess and provide guidance to ensure the customer is using the software to its full potential once the software has been installed and working for a period of time.	N/A	8 – 16 hours (CCX) 24 – 40 hours (CCE)

Compliance Recording and Quality Management Curriculum

Calabrio takes the time to understand the customer business objectives for the quality management process prior to training, including analysis of the system business design, customer requirements and call flows. In this way, trainers can focus not only on general utilization principles and best practices, but on practical recommendations for using the software to meet the customer's own business needs.

COURSE	DESCRIPTION	STUDENT CAPACITY	DURATION
Administrator Training	How to and best practices for administrators in configuring the quality management desktop, including agent configuration, business rules for recording and retention, and setting up 100% recording archival and retrieval.	12	2 – 3 hours
Supervisor and Evaluator Training	Supervisors and evaluators learn tools and best practices for creating forms and evaluating recordings, as well as performance reporting.	15 – 20*	1 hour
Agent Training	View information and perform activities pertinent to an Agent's role as allowed by the contact center (i.e. viewing and commenting on scored calls).	20	.5 – 1 hour

*Based on delivery

Partner Training

End-user training is an extension of the partner-enablement training provided by Calabrio. Calabrio provides training courses for partner knowledge transfer and certification. Partners can contact training@calabrio.com for more information.

Cisco Agent/Supervisor Desktop Curriculum

Calabrio offers feature and functionality training for Cisco Agent Desktop and Cisco Supervisor Desktop. Calabrio is the OEM provider of the Cisco Agent Desktop Suite, and our training staff has been successfully training end users to use the full-capabilities of this powerful and flexible desktop software for nearly 10 years.

Curriculum includes hands-on training according to the customer's own business needs in terms of team configurations, third party software integrations, workflows, task automations and real-time information flow.

COURSE	DESCRIPTION	STUDENT CAPACITY	DURATION
Administrator Training	How to and best practices for administrators in configuring agent desktop functionality, including adding automated task buttons in the toolbar, enabling wrap up and reason codes, and creating workflows to optimize the agent desktops.	12	4 hours
Supervisor Training	Supervisors learn to utilize the features and functionality of Cisco Supervisor Desktop.	12 – 20*	1.5 hours
Agent Training	Agents learn to utilize the features and functionality of Cisco Agent Desktop.	12 – 20*	1.5 hours

*Based on delivery

Cisco Reporting Solutions Curriculum

Reporting and metrics are key tools for any contact center. Cisco reporting tools work in tandem with Calabrio software to deliver the right information to the right user at the right time. Understanding the information that resides within the Cisco reporting tools is key. Calabrio provides training to help customers understand the information available within Cisco reporting solutions and the flexibility of the software to view the information in a way that makes sense for their business.

COURSE	DESCRIPTION	STUDENT CAPACITY	DURATION
CCX Historical Reporting Training	Managers, supervisors and team leads explore the most commonly used reports and learn to navigate the application interface, including how to create and schedule reports.	20	1 hour
CCE WebView Training	Managers, supervisors and team leads explore the most commonly used reports and learn to navigate the application interface, including how to create and schedule reports.	20	1 hour

NOTE: Unless otherwise specified, courses are available for Cisco Unified Contact Center Enterprise (CCE) and Cisco Unified Contact Center Express (CCX), and other ACDS, where applicable.



calabrio™

There's no end to better.

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