

Vergic Training program overview 2016

- **Version 1.2 – Customer Experience Manager – April 2017**

1 Purpose

The document shall give an overview of training programs available for Vergic customers and partners

2 Training programs

Four training programs / sessions are available. Live training are provided, remote or on premise. Up to 10 participants in one session. Train the trainer approach available for agent and admin programs. Train the trainer is not recommended for Advanced admin trainings

2.1 Training programs

Activity	Content	Timeframe
Agent training	Desktop work area Handling chats Co-browse Efficiency	2 hrs
Admin training	Managing queues and skill groups Managing cases Managing canned responses and stored actions Managing closures and outcomes	½ day
Advanced Admin / Web developer, day 1	Point of interest Opportunities/ banner rules Solutions Banners	1 day
Advanced Admin / Web developer, day 2	Design/ Banner templates Custom Java Script Site specific point of interests	1 day

2.2 Notes

Agent training is standalone.

Admin/web developer trainings are additive – you need admin first and can after that go for advanced admin / web developer day one and day two