

Virtual Hold Technical Training

Course Description

This training is intended for those who are responsible for administering the Virtual Hold System, including installation, integration, configuration, and troubleshooting of the Virtual Hold application in a Genesys environment.

Objectives

Following the completion of the class, students will have a good understanding of what makes the Virtual Hold software work, including the core technologies, requirements, and components of the system. They will also have an understanding of how the system is installed and integrated into a Genesys environment. Students will gain a general idea of what may be causing any issues with the Virtual Hold software, and how to troubleshoot and resolve those issues before contacting the Virtual Hold Support team.

Course Schedule

Day 1

- **Introductions**
- **Product Tour/ Value Proposition/VHT Roadmap** – a review of our Product Suite, including our new products, a look at Virtual Hold's value added for any Contact Center looking to increase customer satisfaction and cut costs, as well as a look at Virtual Hold's Roadmap
- **Virtual Queuing – What is it?** – a look at Virtual Queuing, what it is, and how VH fits in
- **Understanding Virtual Hold** – detailed look at the Virtual Hold Architecture including a step by step callflow example, as well as reviewing the preparation that goes into each integration
- **Virtual Hold Administration** – a review of EyeQ, including Concierge, Rendezvous, and System Parameter settings, as well as a look at VHT's patented Estimated Wait Time calculation

Day 2

- **Supported Configurations** – a review of the environments we can integrate into
 - **Supported Environments** : Avaya, Nortel, Alcatel etc
 - Requirements
 - **Standalone Solution**
 - **GVP**

- **SIP and IP Configurations**
 - **Virtual Hold IP IVR**
 - **Other Common Environments**
- **Common ‘Gotchas’** – common switch environment issues we have encountered and how to overcome them
- **VH Project – From Start to Finish** – review how a VHT project is run, including all the tasks that are followed for a successful integration, as well as all the documentation we provide to the customer
- **Sizing Exercise** – how we determine solution sizing and what information is required
- **Business Case and ROI review** – what’s included in a Business Case Analysis

Day 3

- **Install Virtual Hold** – includes indentifying and planning the environment, planning the installation, reviewing the configuration of the ACD, and installing and configuring Virtual Hold using the Install and Config Wizards
- **Testing the VH Installation** – walk through the System Acceptance Test, troubleshoot any installation issues, and understand the Virtual Hold call model and routing strategies

Day 4

- **SENSe and Solution Control Interface (SCI)** – includes enabling and configuring the SENSe interface, as well as creating 3rd party servers in CME using SCI
- **WebConnect** – review what is required to develop a WebConnect application, review what is required within Virtual Hold, and review the functionality that WebConnect provides
- **Preview Mode** – review Preview call flow, as well as configuring Preview Mode

Day 5

- **Virtual Call for Callback** – includes configuring the feature in both Genesys and Virtual Hold
- **Troubleshooting** – review some issues that may arise and how to use Virtual Hold logs to identify them