Academy

uContact Agent is a module focused on the call center agent as a total integration solution with functionalities of: data capture, status supervision and communications integrated with the platform.

- The Agent's Profile
- The Softphone
- The Agent's Interface
- The Unified Inbox
- The agent Workspace
- Training Agenda

The Agent's Profile

Take the following training course to complete your uContact #Agent certification. Start with an introductory video that will help you get an overview of an agent's workspace in our solution and walk out an expert.

The Softphone

Learn how to use the uContact Softphone, developed natively in the solution using WebRTC technology. With it you will be able to initiate and/or answer calls directly from the platform just as you would from a desk phone, thus significantly reducing your time between calls.

The Agent's Interface

Personalize your uContact workspace so that your user experience with our solution is as close as possible to your tastes, preferences and personality. How? Watch this video and learn how to set your personal avatar, default wallpaper, and more!

The Unified Inbox

With uContact's unified inbox, agents can connect with customers on the digital channel of their choice without having to switch between browser windows. Here we tell you everything you need to know about how to manage your digital interactions on the same screen using our unified inbox.

The agent Workspace

https://www.youtube.com/embed/hz6tFvQoxnA

Training Agenda

Agent

Estimated time: 1 hour

- Operation Requirements
- Agent Interface Description
- Phone
- Breaks
- Forms
- Typifications
- Incoming and outgoing calls

Supervisor

Estimated time: 1 hour

- Overview general functionalities
- Operation Requirements
- Description Interface Supervisor
- Administrator
- Agents
  - Campaigns
  - Dailers
  - Audios
- Supervisor
  - Agent Monitoring
  - Dailer Monitoring
- Recordings
- Reports