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

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