

Genesys Cloud Quality Management

CODICE

GC-QMS-USE

DURATA

1 Giorni

PREZZO

Su richiesta

LINGUA

Inglese

MODALITÀ

Virtual Classroom

SCHEDULAZIONE

- A Richiesta

The Genesys Cloud Quality Management course explains how to monitor, assess, and improve the quality of interactions and efficiency of agent performance.

The course also equips you to perform Quality Management tasks such as interaction evaluation, scoring, and calibration.

In addition, the course helps you define quality policies and describes the reporting options available for Quality Management.

PREREQUISITI

Courses Required:

- Genesys Cloud Contact Center Administration

Skills Recommended:

To be successful in this course, it is recommended that you have the following skills and knowledge:

- Familiarity with the Genesys Cloud User Interface

OBIETTIVI

Genesys Cloud Quality Management course is intended to help quality managers, quality administrators, supervisors, contact center managers, and business analysts evaluate digital and voice interactions and identify measure to provide customers with a consistent or improved experience.

After completing this course, you will be able to do the following:

- Configure Quality Management in Genesys Cloud
- Use evaluation forms to assess the quality of customer interactions

- Explain calibration
- Manage Quality Management policies
- Describe the importance of encryption keys
- Evaluation interactions
- Use quality dashboards for monitoring
- Generate Quality Management reports

DESTINATARI

The Genesys Cloud Quality Management course is intended for Quality Managers, Quality Administrators, Supervisors, Contact Center Managers, and Business Analysts.

CONTENUTI

The Genesys Cloud Quality Management course outline is as follows:

- Introduction to Quality Management
- Quality Evaluations
- Calibration
- Quality Management Policies
- Interaction Evaluations
- Quality Dashboards
- Reporting for Quality Management
- Encryption Keys

Prezzi e corsi potrebbero subire variazioni; si consiglia di verificare sul sito www.novanext.it/training.