

Genesys Cloud Workforce Management

CODICE

GC-WFM-USE

DURATA

2 Giorni

PREZZO

Su richiesta

LINGUA

Inglese

MODALITÀ

Virtual Classroom

SCHEDULAZIONE

- A Richiesta

The Genesys Cloud Workforce Management course trains users on how to create work plans, forecasts, schedules, time off requests, and monitor real-time performance.

PREREQUISITI

- Genesys Cloud Contact Center Administration
- Familiarity with the Genesys Cloud user interface (recommended knowledge)
- Familiarity with the basic concepts of workforce management (recommended knowledge)

OBIETTIVI

Genesys Cloud Workforce Management will guide users on how to create work plans, forecasts, schedules, time off requests, and monitor real-time performance.

DESTINATARI

Genesys Cloud Workforce Management is intended for Supervisors, Business Analysts, and Contact Center Managers.

CONTENUTI

Workforce Management Overview

- Workforce Management Configuration
- Work Plans
- Short-Term Forecasts



- Schedules
- Time Off Requests
- Real-Time and Historical Adherence
- Performance Views for Agents

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