



Services Datasheet

inConcert Software Solutions

Training Services



Maximize your contact center platform performance with applied knowledge. The inConcert training service inCollege is the foundation for operational success.

inCollege is a complete training program of operational and technical courses that provide the knowledge necessary for the efficient management of your contact center.

Flexible Training

inCollege knowledge training is built into a series of courses that take into account different contact center employee roles, levels of specialization, hourly workloads and the balance between theory and practice. You can select the course and the modality that best fits your requirements.

Type and level of training.

A nadie le agrada esperar en línea. Optimice su operación con funcionalidades que le ayudan a reducir el tiempo en línea y mejorar la experiencia del cliente, anunciándole el tiempo estimado de espera y su lugar en la cola y dándole la posibilidad de dejar un mensaje de voz o solicitud de ser llamado nuevamente. Adicionalmente, inConcert Allegro ACD disminuye la pérdida de llamadas en caso de no haber agentes disponibles: si un cliente abandona antes de ser atendido, el sistema captura el CallerId y le devuelve la llamada en el momento que un operador se libera.

Type and level of training.

Training, depending upon the type and level, is classified accordingly:

Basic Operations.

Courses designed for contact center personnel such as agents, supervisors and managers. We train your own internal trainer on the use of the various user interfaces so they can carry out the contact center's activities and successfully achieve the system's best performance.

Advanced Operations.

Practical workshops focus on specific operational areas. Case studies are examined and analyzed, promoting discussion and debate and the sharing of best practices.

Technical Design.

Technical personnel get the knowledge needed to develop IVR applications, forms and front-end applications, giving them the autonomy needed to expand operations and incorporate new campaigns and business scenarios.

Modality.

All of the inCollege training courses are delivered on our e-Learning platform using two modalities:

Self-managed.

This modality is ideal for learners that prefer to study at their own pace from their office or home. Theoretical and practical material and audiovisuals are included along with a skills test.

Instructor led.

An instructor leads the sessions live, guiding the learning development and responding to questions. Theoretical and practical material and audiovisuals are included along with a skills test.

OPERATIONAL	Modality		Platform	
	Self Managed	With an Instructor	Allegro	i6
Level Basic				
▪ Agent	✓		✓	
▪ Analyst Supervisor	✓	✓	✓	
▪ Administrator	✓	✓	✓	
▪ Omni-Channel Operation	✓			✓
▪ Omni-Channel Supervision	✓			✓
▪ Omni-Channel Management	✓			✓
Level Advanced				
▪ Advanced Outbound Management Workshop		✓	✓	
▪ Advanced Inbound Management Workshop		✓	✓	

TECHNICAL	Modality		Platform	
	Self Managed	With an Instructor	Allegro	i6
Level Design				
▪ Flow Designer: IVR applications design Web App		✓	✓	
▪ Web App Designer: Forms and Applications Design		✓	✓	✓



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inConcert delivers full-IP, premise-based and hosted, cross-industry, all-included contact-center solutions, which help organizations to increase productivity, decrease operational costs, and earn customer loyalty. Each solution is customized using our proprietary contact-center software, specialized systems integration technology and professional services.

For more information, please visit www.inConcertCC.com