Call Centre

Platform:	1Stream CRM
Version:	14,0
Application:	Call Centre
Topic:	Inbound Queues
	Outbound Dialler
	General Telephony
Audience:	Users

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simplicity at work

What is Call Centre?

The Call Centre Application provides companies with telephony functionality from within the 1Stream CRM system. You can receive and manage inbound calls to queues (Inbound Queues), you can make and manage outbound calls via campaigns (Outbound Dialler) and you can use the system for making and receiving manual calls to both internal and external numbers (General Telephony).

Course Outline
Inbound Queues

- What is an Inbound Queue?

- Accessing the Queue

- Using the Call Controller
  - Receive Inbound Calls
  - Manage Busy Statuses

- Join and Leave Queues

- Adding Outcomes to Interactions

- After Call Survey

Course Outline
General Telephony

- What is General Telephony?

- Dialling Internal Contacts

- Dialling External Contacts

THANK YOU

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