OAISYS Call Recording

Using OAISYS Call Recording

Topics Covered

3 Main Components of OAISYS Call Recording Solution (Desktop Client, Management Studio, Navigator)

- Adding information to a call record
- Starting and Stopping call recording
- Configuring User Interface
- Searching and Playing back a call record
- Accessing Navigator Web Interface and supported browsers
- Searching and Playing back call record in the web navigator

Audience

The Remote Leader-Led course is designed for customer supervisors who will be performing day-to-day tasks involving call recording evaluation tasks such as finding calls and listening to call recordings. It is also helpful for agents to manage their recordings including how to add critical information to calls that help in reporting and how to request help from supervisors while on a call.

Duration

Up to 3 hours (includes customized content)

Onsite Instructor Led	**Part Number: 53003673**	**Request a quote from your Authorized Partner**
Remote Instructor Led (Private – Up to 7 Students)	**Part Number: 53003674**	**MSRP: $1,299**

Administering OAISYS Call Recording

Topics Covered

Call Recording Solution (Architecture and Requirements)
Configuring your OAISYS Call Recording Solution in Management Studio
- Verifying System Check points
- Creating and Managing Lists and Call Filters
- Understanding and Setting Recording Rules
- Creating and Managing Users and User Groups
- Managing User Permissions

Audience

The course is designed for managers, supervisors, and administrators who will be setting the initial configuration of the Management Studio and who will be doing the day-to-day administrator tasks such as creating call lists, call filters, setting recording rules, adding users and user groups, etc.

Duration

Up to 3 hours (includes customized content)

Onsite Instructor Led	**Part Number: 53003671**	**Request a quote from your Authorized Partner**
Remote Instructor Led (Private – Up to 7 Students)	**Part Number: 53003672**	**MSRP: $1,299**

OAISYS Quality Management

Using OAISYS Quality Management

Topics Covered	Audience	Duration
3 Main Components of OAISYS Quality Management (Desktop Client, Management Studio, Navigator) - Adding information to a call record - Starting and Stopping call recording - Configuring User Interface - Searching and Playing back a call record - Listening to Live Calls - Running Reports - Evaluating a Call Record - Accessing Navigator Web Interface and supported browsers - Searching and Playing back call record in the web navigator	The Remote Leader-Led course is designed for customer managers, supervisors, and administrators who will be performing day-to-day tasks involving call recording evaluation tasks such as customizing the User Interface, finding calls and listening to call recordings. Emphasis is placed on searching for and playing back call recordings as well as adding information to the call record to assist in search and retrieval. Advanced Quality Management functionality is discussed to include Live Call Monitoring, filling out Evaluations (Scorecards) and setting up and running Reports.	Up to 4 hours (includes customized content)
Onsite Instructor Led	**Part Number: 53003492**	**Request a quote from your Authorized Partner**
Remote Instructor Led (Private – Up to 7 Students)	**Part Number: 53003493**	**MSRP: $1,799**

Administering OAISYS Quality Management

Topics Covered	Audience	Duration
OAISYS Call Recording Solution (Architecture and Requirements) Configuring Quality Management in Management Studio - Verifying System Check points - Creating and Managing Lists and Call Filters - Understanding and Setting Recording Rules - Creating and Managing Users and User Groups - Managing User Permissions (Historical Calls, Live Calls, Reports) - Creating Ad Campaigns - Creating Evaluations	The course is designed for managers, supervisors and administrators who will be setting the initial configuration of the Management Studio and who will be doing the day-to-day administrator tasks such as creating call lists, call filters, setting recording rules, adding users and user groups, managing user permissions to historical calls, live calls, and reports and creating evaluations.	Up to 4 hours (includes customized content)
Onsite Instructor Led	**Part Number: 53003747**	**Request a quote from your Authorized Partner**
Remote Instructor Led (Private – Up to 7 Students)	**Part Number: 53003746**	**MSRP: $1,799**

OAISYS Call Recording and Quality Management End User Certification

OAISYS Call Recording Administration	Topics Covered	Audience	Duration
	This course will cover both how to configure and use the OAISYS Call Recording Solution. Call Recording Solution (Architecture and Requirements) Configuring your OAISYS Call Recording Solution - Verifying System Check points - Creating and Managing Lists and Call Filters - Understanding and Setting Recording Rules - Creating and Managing Users and User Groups - Managing User Permissions Using your OAISYS Call Recording Solution - Adding information to a call record - Starting and Stopping call recording - Configuring User Interface - Searching and Playing back a call record - Accessing Navigator Web Interface and supported browsers - Searching and Playing back call record in the web navigator	The Remote Leader-Led course is designed for customer managers, supervisors, and administrators who want to be certified in supporting both the usage and administration of the OAISYS Call Recording Solution.	Up to 7 hours
	Remote Instructor Led (Per Student)	**Part Number: 53003748**	**MSRP: $650**

Quality Management Administration	Topics Covered	Audience	Duration
	This course will cover both how to configure and use the OAISYS Quality Management recording solution. Call Recording Solution (Architecture and Requirements) Configuring your Quality Management recording Solution - Verifying System Check points - Creating and Managing Lists and Call Filters - Understanding and Setting Recording Rules - Creating and Managing Users and User Groups - Managing User Permissions (Historical Calls, Live Calls, Reports) - Creating Evaluations Using your Quality Management recording Solution - Adding information to a call record - Starting and Stopping call recording - Configuring User Interface - Searching and Playing back a call record - Listening to Live Calls - Running Reports - Evaluating a Call Record - Accessing Navigator Web Interface and supported browsers - Searching and Playing back call record in the web navigator	The Remote Leader-Led course is designed for customer managers, supervisors, and administrators who want to be certified in supporting both the usage and administration of the Quality Management recording solution.	Up to 7 hours

Remote Instructor Led (Per Student)	Part Number: 53003749	MSRP: $650

OAISYS Call Recording and Quality Management Dealer Certification

OAISYS Call Recording Installation and Maintenance	Topics Covered	Audience	Duration
	This course covers overview of the operation of the call recording server, server requirements, system architecture, turnkey solutions, to ensure successful installation. This course will also cover both how to configure and use the OAISYS Quality Management recording solution. Call Recording Solution (Architecture and Requirements) Configuring your Quality Management recording Solution - Verifying System Check points - Creating and Managing Lists and Call Filters - Understanding and Setting Recording Rules - Creating and Managing Users and User Groups - Managing User Permissions (Historical Calls, Live Calls, Reports) - Creating Evaluations Using your Quality Management recording Solution - Adding information to a call record - Starting and Stopping call recording - Configuring User Interface - Searching and Playing back a call record - Listening to Live Calls - Running Reports - Evaluating a Call Record - Accessing Navigator Web Interface and supported browsers - Searching and Playing back call record in the web navigator	This course is designed for technicians, resellers, and administrators. It begins with an overview of the operation of the call recording server, server requirements, system architecture, turnkey solutions, to ensure successful installation.	3 days
	Remote Instructor Led (Per Student)	**Part Number: 53003687**	**MSRP: $2,395**
	On Site - Instructor Led at your location	**Part Number: 53003686**	**Request a quote from your Authorized Partner**

OAISYS Call Recording and Quality Management Dealer Certification

OAISYS Call Recording Challenge	Topics Covered	Audience	Duration
	This challenge exam will test technicians' knowledge and understanding of the OAISYS Call Recording Solution. They will take a certification exam that includes questions on the following: Overview of the operation of the call recording server, server requirements, system architecture, turnkey solutions, to ensure successful installation.	This course is designed for technicians, resellers, and administrators. It begins with an overview of the operation of the call recording server, server requirements, system architecture, turnkey solutions, to ensure successful installation.	1 day

They will also be asked questions on both how to configure and use the OAISYS Quality Management recording solution.
Call Recording Solution (Architecture and Requirements)
Configuring your Quality Management recording Solution
- Verifying System Check points
- Creating and Managing Lists and Call Filters
- Understanding and Setting Recording Rules
- Creating and Managing Users and User Groups
- Managing User Permissions (Historical Calls, Live Calls, Reports)
- Creating Evaluations
Using your Quality Management recording Solution
- Adding information to a call record
- Starting and Stopping call recording
- Configuring User Interface
- Searching and Playing back a call record
- Listening to Live Calls
- Running Reports
- Evaluating a Call Record
- Accessing Navigator Web Interface and supported browsers
- Searching and Playing back call record in the web navigator

Remote Instructor Led (Per Student)	Part Number: 53003688	MSRP: $1,150