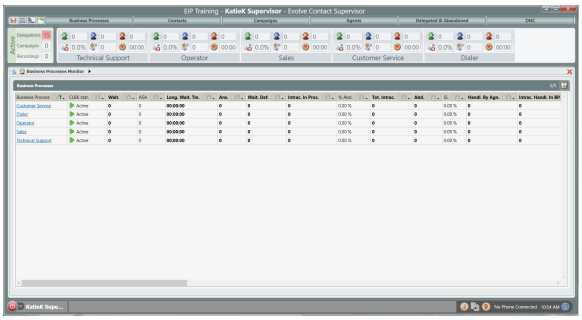
ECS Supervisor Training

Introduction

The ECS Supervisor Client provides supervisors with actionable insight into current contact center activity with an intuitive dashboard view. It allows contact center leaders to control and monitor their assigned Business Processes and agent activities in real-time. It also allows supervisors to improve their Business Processes performance and productivity by enabling quality assurance monitoring.



Live Webinar Training

Please join us on one of our regularly scheduled webinar trainings conducted by an Evolve IP Training Specialist. This public training session will cover a standard agenda for the applicable topic and product(s), while also allowing for Q&A. Our public training sessions are free to attend for all Evolve IP clients.

Follow the link below to register for an upcoming public training session for this topic. From there, choose the scheduled date and time you wish to attend and fill out the registration form. After completing your registration, you will receive an email with the training session details.

CLICK HERE TO REGISTER FOR ECS SUPERVISOR TRAINING

On-Demand Training

e-Learning training courses can be found in the Evolve IP Client Training Center, our Learning Management System (LMS) designed specifically for our clients and their training needs. Our on-demand training is free for all Evolve IP clients and accessible via the Evolve IP Client Training Center.

Follow the link below to enroll in a specific on-demand training course. You will be prompted to login with your Evolve IP Client Training Center credentials. If you do not have credentials, please ask your administrator to contact training@evolveip.net to register your organization in the LMS.

ECS Supervisor Training

Documentation

ECS Supervisor - Quick Reference Guide

ECS Supervisor - User Guide

ECS Reports - Quick Reference Guide

ECS Reports - User Guide

ECS Wallboard - User Guide

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Do you have a training related question? Email us at training@evolveip.net

We will respond within 24 hours on normal business days.