



## IEX TotalView Training



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TotalView Start-up Training is a programme which will help the user to learn as how to set up TotalView system to achieve service goals and other business requirements. There are 3 modules of Training namely, TotalView Start-up training, TotalView Refresher and TotalView Webinar.



FutureSoft provides consulting on WFM tool (IEX – TotalView) to meet the desired goals of the management/customer and help delivering excellence using it.

Like an old saying, possessing a weapon with out having the knowledge or skill to use that weapon can be more dangerous than not having it. Possessing the skill or knowledge to use a software is as important as procuring a new software. So, it is as important to have people who can use the workforce management tool as having a workforce management tool to improve the efficiency of the organization.

Keeping this in mind, at Futuresoft we have developed various kind of training modules to enable people to use IEX TotalView more effectively and efficiently. Having people with right kind of knowledge to use IEX TotalView will enable you realise return on investment much faster.



### **TotalView Start-up Training:**

TotalView Start-up Training is a programme which will help the user to learn as how to set up TotalView system to achieve service goals and other business requirements. This programme will be tailor made after having inputs from Workforce management team, operations managers and senior managers. This programme will give over view and knowledge about various features of TotalView.

### **TotalView Refresher Training:**

Refresher trainings are generally short in length and it is subject specific. It is good for the people who have just joined or new to TotalView. This also helps the people who have already attended a Start-up training to strengthen their knowledge in a specific area.

### **TotalView Webinar:**

Webinars are short presentations lasts any where between 30 minutes to 90 minutes and delivered via internet. These are not alternates to training but supplements to the training programs. We generally present about some special and use features and tips to use the tool more efficiently.



<i>Course Name</i>	<i>Description</i>
Application Design Workshop (1/2 – 1 Day)	Discuss, Plan and Design the entities structure in TotalView best suits your Business.
Database Setup in TotalView (2 Days)	Configure TotalView database structure with respect to the needs of your Organization. Customize the database to reflect your ACD parameters and Work rules.
Application Process Training (3 Days)	Define the real data like agent definition, create/adjust forecasts, plans & Schedules, managing Real Time changes and generate reports. Supervisor Change Management.
Training. (1 Day)*	Manage Changes to the plans and schedules to achieve SL goals, exception management to the agent schedules on a Real Time basis.
Vacation Planner Training (3 Days)	How to setup Vacation Planner and use the system with real data.
Agent Webstation Training (1/2 Day)	How to use Agent Webstation, its features.
Agent Webstation Plus Training (1 Day)	Agent Webstation Plus features database setup for using Plus features.
Multimedia (1 Day)	Design the structure in TotalView to produce a forecast/schedules for Non-voice contacts.



## About TotalView Refreshers Training:

This training course is specifically meant for the TotalView users who are already using TotalView for forecasting, Scheduling, it is recommended to conduct the training in premises where the TotalView system is accessible, the course agenda can be modified as per the requirement, any of the courses can be attended depending upon your need.

<b>Course Name</b>	<b>Description</b>
Existing Database setup check-up (1/2 Day)	Analyze the structure made in TotalView for a Line Of Business. Plan and Modify the structure if required.
TotalView Planning & Forecasting (1 Day)	Understand the Forecasting & Planning concepts in TotalView, learn new an effective ways.
TotalView Scheduling (1 Day)	Understand TotalView scheduling concepts for operational scheduling. Learn different effective ways of scheduling using TotalView.
Change Management/Intraday (1 Day)	Learn effective ways of viewing and responding to the effects of changes in the forecasts, plans and schedules in a near-real-time mode.
Vacation Planner (1 Day)	Learn the Vacation Planner Database setup in TotalView and do needed changes to use it effectively in the customer's environment.
Agent/Supervisor Webstation (Basic & Plus) 1 Day	Doubt sessions on the usage of Webstation feature's.



## About TotalView Webinar Training:

The online Webinars sessions can be conducted for any specific topic or entity in TotalView, its lasts up to 45 minutes. The motive is to provide the knowledge to the users who are partially comfortable in terms of usage and need some additional training for any specific entity or a topic. This could also help the users for decision making to go for an additional module in TotalView.

As we have already mentioned this course can be conducted for any specific feature/topic related to TotalView so the users can ask for any specific feature online training. Below are some topics mentioned which can be opted for the online Training.

<i>Course Name</i>	<i>Description</i>
Introduction to the TotalView Entities	Complete overview of the scheduling/forecasting and change management Entities in TotalView.
Understanding TotalView Forecasting/Planning Concepts	Overview of forecasting methods in TotalView for non-skilled/skills based Setup.
Long Term Forecasting/Capacity Planning	Overview of Capacity Planning in TotalView and effective ways to get a better forecast.
Work Rules in TotalView	Understand basic concepts of Tour group & Tour Template in TotalView to Create shifts and usage of Tour group & Tour Template in various screens in TotalView.
Change Management	Introduction to the process of change management in TotalView.
Agent/Supervisor Webstation (Basic & Plus) 1 Day	Doubt sessions on the usage of Webstation feature's.

***Course Name***

***Description***

Reports in TotalView

Overview of different kinds of reports in TotalView and recommended reports Available which can be used.

Multimedia

Overview of Multimedia feature in TotalView with knowledge how it is different from Immediate response contacts setup.

TotalView Allocations process

Understanding the concept of Allocations in TotalView, learn how it can be Used and the significance.