

## Course Details

### Virtual Hold Installation and Configuration

#### Course Information

**Code:** VHI

**Number of days:** 4

**Instruction method:** Instructor-led

**Genesys software version used in class:** 8.1

**Virtual Hold software version used in class:** 6.8

#### Course Description

*Virtual Hold Installation and Configuration* provides training for administering the Virtual Hold system, including installation, integration, configuration, and troubleshooting of the Virtual Hold application in a Genesys environment.

#### Who should take this course?

*Virtual Hold Installation and Configuration* is intended for those who are responsible for administering the Virtual Hold System, including installation, integration, configuration, and troubleshooting of the Virtual Hold application in a Genesys environment.

#### Prerequisites

Before attending this class, students should have an understanding of Telephony concepts and CTI (Computer Telephony Integration), including concepts, processes, terminology, and applications. Students should also have an understanding of network design and operation, Genesys framework, GVP and URS.

#### Course Objectives

Following the completion of the class, students will have a good understanding of what makes the Virtual Hold software work, including the core technologies, requirements, and components of the system. They will also have an understanding of how the system is installed and integrated into a Genesys environment. Students will gain insights into what may be causing any issues with the Virtual Hold software, and how to troubleshoot and resolve those issues before contacting the Virtual Hold Support team.

## Course Topics by Day

### Day 1

#### Overview of Virtual Hold Products

- **Main Contact Centre Issues** – a review of the major issue in most Contact Centres, Hold Time.
- **Solutions to Hold Time** – review of virtual queuing and what it means to a caller
- **Virtual Hold's Products** – a review of Virtual Hold's solution to hold time

#### Business Case Evaluation

#### Port Sizing

**Product Demo** - A quick introduction to a working with the VHT products

#### Virtual Hold Architecture Overview

- **Core Technologies** – review the technologies that the Virtual Hold system is built upon
- **Requirements** – review what is required to run the Virtual Hold system, including hardware and software requirements
- **Components** – an in-depth review of the components that make up the VHT system
- **VH Admin Tools** – a review of the programs that allow a user to effectively operate and maintain the VH system
- **EWT** - A review of how Virtual Hold calculates Estimated Wait Time

#### Genesys Integration with Virtual Hold

- **URS Integration** - a review of the URS strategies and the VH integration to those strategies. We will also look at Reporting Integration, Configuration Management Environment Integration, and Solution Control Server Integration
- **Configuring CME for VH** – includes a review of the CME objects required for the VH integration
- **VHT for Genesys Architecture** – a review of the required Genesys components needed for VH integration, including T-Server and T-Library architecture, I-Server, and IVR T-Server
- **Overview of GVP with VHT** – a review of the Virtual Hold treatment within the GVP environment
- **Interaction of Genesys Components** – includes a review of call tracking, the attached data, and the process of initiating a VH return call
- **GVP Configurations** – review the physical location of GVP

## Day 2

### **Configuration Worksheet**

- **Pre-Installation data gathering** – filling out a config worksheet for the classroom environment

### **Installation/Integration of VH**

- **Install the VH executables** - Run the VHT install shield and configure the services for a VH install
- **Configure VH data bases** - Run the Virtual Hold Configuration Wizard. Configure Switches, IVR's, and Queues

### **Testing VH Installation**

- **Systems Acceptance Test** – review the details of what needs to be tested after VH has been installed and configured
- **Call Tracking** – Understanding the Virtual Hold call model and the what callflows to expect

### **Remote Management of Virtual Hold Solution**

- **SENSe** - Virtual Hold's Native Interface for Controlling VH Services
- **Solution Control Interface** - How to use VHT

## Day 3

### **Advanced Routing**

- In Depth review of routing call flows
- Select DN vs Send Event

**EyeQueue Review** - A look at VHT Administration

**EWT** – An in-depth review of the EWT Algorithm

### **WebConnect**

- **Overview of WebConnect Application Development** – review what is required to develop a WebConnect application
- **Configuring VH for WebConnect** – review what is required within the Virtual Hold application
- **WebConnect Uses** – review the functionality that the WebConnect feature provides

## Day 4

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### Predictive Plus

- **Create Virtual Call For Callbacks-** Review and implement the steps required to create Virtual Calls in Genesys for Callbacks. Useful for exposing the VHT callback queue to Stat Server.

### Preview Mode

- **Overview of Virtual Hold Queue Modes** - Predictive, Preview Mode, Predictive Dial.
- **Implement Preview Mode** - Build a queue and routing strategies to implement preview mode.

### Prompt Recording and SCRIPTS

- **Format Requirements**
- **Callflow Definition**
- **PROMPTS.XLS**

### Database Schema and Querying the QueueInfo Database

- **Database Schema** – review the contents of Virtual Hold’s historical databases
- **Querying the QueueInfo Database** – describe how to write custom queries against the historical database.

### Basic Troubleshooting Techniques

- **Potential Problems** – a review of some issues that may arise, how to identify them, and what to do to correct them
- **Log Directory, locations, and levels** – a review of reading Virtual Hold logs
- **Restarting VH** – when and why you need to restart the system, as well as how to do it
- **Contacting VHT Support** – a review of how to contact Virtual Hold if all other troubleshooting has not resolved the issue

### Overview of VHT Project

- **Master Task List** – review what is involved with entire project, as well as who is responsible for different tasks
- **Kickoff Meeting** – includes reviewing the contact centre call flow, where VH is inserted into the call flow, and set accurate expectations
- **Go-Live Week Activities** – review the activities involved with project, training, last minute fine tuning, and project acceptance
- **On-Going Wellness** – review the VHT Wellness analysis and Support procedures
- **Project Documents** – review of the project documents that are included as part of the VH project