



## VHA – Virtual Hold Administration Training

<b>Duration:</b>	1 Day
<b>Delivery Method:</b>	Instructor Led
<b>Locations:</b>	Virtual Hold Technology HQ   On-Site   On-Line

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### **Course Description:**

VHA Training introduces the Virtual Hold products, virtual queuing and estimated wait time concepts, with an in-depth look at the operations and features of Eye Queue – Virtual Hold’s user interface.

### **Intended Audience:**

VHA Training is intended for persons needing

- Familiarity with Virtual Hold’s full range of capabilities
- To tune the solution to meet business needs

### **Objectives:**

Students will learn

- How Virtual Hold manages call flow and the caller experience
- How Virtual Hold calculates estimated wait time
- All features and operations of Eye Queue

Students will be able to

- Describe a basic Virtual Hold call flow and caller experience
- Modify caller experience, business rules, and evaluate the solution’s performance using real-time statistics and historical reports

### **Agenda:**

- Introduction to the Virtual Hold products
- Virtual Hold call flow and the caller experience
- Estimated Wait Time – How Virtual Hold calculates EWT
- Eye Queue | Logging in, Navigation, User Profiles, and User Guide
- Eye Queue | Queue Watch – Understanding Real-Time Stats, Forecast, and Snapshot
- Eye Queue | Queue Info – Understanding Performance and System reports
- Eye Queue | Concierge – Business Rules, Call Flow settings, and EWT announcement
- Eye Queue | Rendezvous – Offer & Allow settings for scheduled callbacks
- Eye Queue | System – Eye Queue users, access levels, and security settings



## VHM – Virtual Hold Maintenance Training

<b>Duration:</b>	1 Day
<b>Delivery Methods:</b>	Instructor Led
<b>Location:</b>	Virtual Hold Technology HQ   On-Site   On-Line
<b>Prerequisites:</b>	VHA – Virtual Hold Administration Training

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### Course Description:

VHM Training offers the technical perspective needed to maintain the Virtual Hold solution and diagnose technical issues by providing an in-depth look at Virtual Hold's system-level settings, architecture, logs, and configuration/historical data bases.

### Intended Audience:

VHM Training is intended for persons responsible for maintaining and supporting the solution and who will be designated as the primary contact between the contact center and the Virtual Hold Support Team.

### Objectives:

Students will learn

- Virtual Hold's system-level settings
- Virtual Hold's architecture and component dependencies
- How to diagnose technical issues
- How to create a new queue
- How to stop and start the Virtual Hold solution

Students will be able to

- Verify Eye Queue settings are properly configured
- Identify technical issues within the Virtual Hold call flow and architecture
- Analyze the Virtual Hold logs to confirm a successful startup and track test calls
- Extract and interpret historic data from the VHT\_RPT database using SQL queries
- Use the Virtual Hold Configuration Wizard to create a new queue
- Use SENSE (System Event Notification Service) to stop/start the Virtual Hold solution

### Agenda:

- Eye Queue | System – Advanced Settings, EWT, Safeguards, and System Variables
- Architecture – Component dependencies, Start-up Sequence, and Configuration Databases
- Logs – Location, Analysis, and Call Tracking
- VHT\_RPT Database – Using SQL queries to extract and interpret historic data
- Trouble Shooting – Diagnosing and resolving technical issues
- Queue Maintenance – Creating new Virtual Hold Queues
- Stopping/Starting the Virtual Hold services using SENSE