Contact Center Adoption and Training Packages

1UC have created a range of training packages based on extensive experience delivering training to contact center clients over the last 20 years. The below training flow is a tried and tested formula leading to ultimate success in adoption when rolling out your new Luware Contact Center.

By allowing 1UC to take the lead we can ensure that all contact center staff receive the correct training course at the right stage of the project.

By taking the pressure away from the internal project team, including IT staff and call center supervisors, they can focus all their energy on preparation and development work necessary to ensure the new Luware Contact Center is implemented to their requirements.

For larger clients, a bespoke package is recommended, specifically tailored to their setup, environment and project roll-out.

		Bronze (20-50 users)	Silver (50-100 users)	Gold (100-150 users)	Platinum (150-200 users)
T -1 month	Project Co-ordination	1 day	1 day	2 days	2 days
T -11-10 days	User Acceptance Training for Contact Center (UAT)	1 session	2 sessions	3 sessions	4 sessions
T -4 days	Teams Telephony Training for End Users	2 sessions	4 sessions	6 sessions	8 sessions
T -3 days	Supervisor End User Training	1 session	2 sessions	3 sessions	4 sessions
T -2 days	Agent End User Training	Up to 4 sessions	Up to 8 sessions	Up to 12 sessions	Up to 16 sessions
T 0 Go Live	Go Live Support	1 x 2 hour session	2 x 2 hour session	3 x 2 hour session	4 x 2 hour session
T +4 days	Basic Administration	1 session	2 sessions	3 sessions	4 sessions
T +5 Days	Supervisor Reporting (Power Bi)	1 session	2 sessions	3 sessions	4 sessions
	Approximate number of hours	22 hours	36 hours	58 hours	72 hours

Note 1: All timing is dependant on size of project. Session duration explained in course catalogue.

Note 2: Packages do not include Attendant Console training or Attendant Console Administration training. These can be purchased as individual sessions.

Note 3: For projects with less than 20 users, individual sessions can be purchased. (Instead of a package).

Note 4: Projects above 200 users need to be scoped on an individual basis.

Outline of Training

User Acceptance Training for Contact Center (UAT)

- UAT demonstrates how to use the features and functionality of the Luware Nimbus environment. Users will be able to log in and out of the Contact Center and understand the various feature available to them.

- It demonstrates the integration with the telephony features in Teams.

Supervisor End User Training

- Supervisor End User Training demonstrates how to use the features and functionality of Luware Nimbus. Users will be able to log in and out of the Contact Center and understand the various features available to them.

Agent End User Training

- This course shows how to use Agent features and functionality of Luware.

- Users will be able to log in and out of the Contact Center and understand the various features available to them.

Go Live Support

- Luware provides support for the critical first few hours of usage of your new Contact Center solution, where user perception can influence the success of the deployment.

- All floor walking support is remote. On-site support is available at additional cost.

Basic Administration

- This course will demonstrate how to navigate Luware Admin Portal, Microsoft Teams and Microsoft 365 admin to manage users and make changes to the services.

- Delegates will also be shown the basic, everyday administration required for adds, moves and changes to the configuration of the Luware services.

Supervisor Reporting (Power Bi)

- The Supervisor Reporting course will demonstrate how to use the reporting template provided by Luware.

- This course also looks at how PowerBi can be used to expand on the reporting options available.

Bespoke Training Videos

Tailored training videos can also be created to facilitate a blended learning approach. By combining online educational materials and opportunities for interaction using classroom based learning within a remote environment, ensures the ongoing training needs are covered beyond the initial course delivery.

Interactive customised tutorials allows you to create and personalise training scenarios for the Luware applications and highlight benefits to the end users. Each section ranges in length from around 30 seconds to 2 minutes.

Online tutorials can be used as part of the pre-migration communication to users, as an aide-mémoire after user migration and to help users navigate through the features of their new system. Additionally, it can be used for new starters as part of an induction programme.

The final product is delivered as MP4 files. These can be distributed by the company as required, such as the company intranet or SharePoint.

Languages

We understand that your Luware Contact Centre is a global business that still needs the local touch when delivering training. We have an extensive network of trainers both European and globally.

For an additional cost, we are able to deliver end user training in multiple languages including, but not limited to, the following:

- Dutch
- French
- Spanish
- Italian

- German
- Portuguese
- Chinese
- Japanese

- Arabic
- Czech
- Slovak
- Polish