



blueButler is software that records the office phone calls to make it easy to share customer conversations, to provide an accurate record to help resolve customer disputes, and to assist users in the performance of their daily tasks.

END-USER TRAINING

30 mins

Download the blueButler iDR User Guide: www.bluec802.com/support.shtml

Part 1 (15 mins)

- What is blueButler Call Recording?
- Install the blueButler Client Application
 - o URL: _____bluec/blueButler
- Client Overview (Screen Layout)
- Search - Access your Call Recording Files
- Play Recording Files
- Download/Email Recording Files
- Real-time Call Activity
- Add Tags to a Call
- Add Searchable Information to the Call Record

Part 2 (15 mins)

- Copy Link to BMS / CRM Software
- On Demand Recording
- Choose a Script
- Use a Script
- Review Document Repository

SUPERVISOR TRAINING

45 mins

Download the blueButler iDR Supervisor Guide: www.bluec802.com/support.shtml

- User Training Concepts Review
- How blueButler works
 - o Architecture and Components
 - o Where Call Recordings are Stored (SQL and WMA/MP3 files)
 - o Move/Add/Change Procedures
- Live Call Monitoring (Option)
- Creating and Running Reports
- Scheduling a Report
- Maintaining the User Profiles



IT ADMINISTRATOR TRAINING

30 mins

- Set-up Backup and Archive Schedule
- Adding Departments
- Move/Add/Change Procedure (Users and Phone Taps)
- Monitoring the Hard Drive Space and SQL File Size
- Virus Software Recommendations (Performance Impact)
- Maintenance Procedures
 - o Monthly Restart
 - o Image Backup

QUALITY EVALUATOR TRAINING

1 hour

- Quality Evaluation Templates
- Performing an Evaluation
- Creating or Modifying an Evaluation Template
- Evaluation Grading System