

Tracks

Foundations and the domain
VCC administration
Inbound campaigns
Outbound lists
Dialer modes and pacing
Blended operations and autodial
IVR scripts
Skills routing
Agent Desktop Plus
Workforce engagement
IVA and GenAI
CRM integrations
SIP and carriers
APIs and reporting
From UCCX and UCCE
Safety and compliance
Ecosystem
Certifications and practice
Skills routing and ACD
Workforce management
Quality management and analytics
CRM and CTI integrations
Ecosystem

Sources and go deeper

Planning your implementation. vendor.

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Technical requirements PDF. vendor.

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