



Oxygen Operator Training – Version 4.xx

This informal training day's objective is to give Operators the skills to use the Oxygen system to manage calls and access information. The training is delivered via demonstrations and hands on practical exercises.

1. Overview

- a. Call Queues Interface
 - i. My History
 - ii. Search
 - iii. Stats
 - iv. Users
- b. New Call Interface
- c. Quick Call Interface

2. Basic Setup

- a. Password Reset
- b. User Settings

3. Opening a call for Review

- a. Understanding the Layout and Tabs
 - i. History
 - ii. Customer Details
 - iii. Ownership
 - iv. Related CI's
 - v. CM Authorisation
 - vi. Related Items
 - vii. Knowledge Base
 - viii. Emails
 - ix. Files
- b. SLA System

4. Logging a new Call

- a. Using New Call Interface
 - i. Assigning Details
 - ii. Services and SLA Assignment
 - iii. History Log

5. Updating a Call

- a. Understanding Actions and Statuses
- b. Using Actions
- c. Processing of SLA system
- d. Stop the Clock

6. Resolving/Closing a Call

- a. Understanding the Process
- b. Required Information
- c. Put forward for Knowledge Base Publication

7. Using the Knowledge Base

- a. Searching KB Articles

8. Understanding Services and SLA's

- a. Services Templates
- b. SLA's
 - i. First Response
 - ii. Interim Update
 - iii. Interim Breach
 - iv. Call Closure
- c. Switching between Services and SLA's
- d. SLA Breaches

9. Email System

- a. Sending Manual Emails
- b. Auto Generated Emails

10. Super User

- a. Item Admin (Multiple Call Closure)
- b. Locked Item Release