اەحالصاٍو ةتماصلا ةملاكملا ءاطخأ فاشكتسأ توص فلم دوجو مدع ببسب

تايوتحملا

<u>قمدق ملا</u> <u>قمدق ملا</u> <u>قيساسأل ا تابلطتملا</u> <u>قمدختسملا تانوكملا</u> <u>ملكشملا</u> <u>لحلا</u> <u>قيقدتلا لجس صحف</u>

ەمدقملا

ةلحرم ءانثأ ةتماصلا ةدراولا تاملاكملا ءاطخأ فاشكتسأ ةيفيك دنتسملا اذه حضوي اهحالصاٍو ةملاكملا نم (IVR) ةيلعافتلا ةيتوصلا قباجتسالا.

ةيساسألا تابلطتملا

تابلطتملا

:عوضوم اذه نم ةفرعم تنأ ىقلتي نأ يصوي cisco

• Webex (WxCC) كاصتا زكرم •

ةمدختسملا تانوكملا

:ةغيص ةيجمرب اذه ىلع ةقيثو اذه يف ةمولعملا تسسأ

• WxCC 2.0

ةصاخ ةيلمعم ةئيب يف ةدوجوملا ةزهجألاا نم دنتسملا اذه يف ةدراولا تامولعملا عاشنإ مت. تناك اذإ .(يضارتفا) حوسمم نيوكتب دنتسملا اذه يف ةمدختسُملا ةزهجألاا عيمج تأدب رمأ يأل لمتحملا ريثأتلل كمهف نم دكأتف ،ليغشتلا ديق كتكبش.

ةلكشملا

نم ةلحرم يأ لالخ وأ ةملاكملا ةيادب يف تمصلا ثدحي .IVR نم توص ليغشت دجوي ال قفدتلا.

الحل

اذه ثدحي نأ نكمي .قفدتلا يف هتلازا تمت دق يتوصلا فلملا نأ وه تمصلا ببس لخدم يف دراوملا مسق نم فلملا فذحب لوؤسملا ماق اذإ ويرانيسلا WxCC.

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	Agent Busy leave VM.wav		06-May-2022					
	Agent_Testing.wav		06-May-2022					
	Beep.wav		27-May-2022					

قڧدتلا نم ققحت •

قفدتلا حتفا .قفدتلا يف نوكي دربم توص لا تلكش نإ تصحف رادصإلا تيرحت in order to قفدتلا أطخ تاظحالم نم ققحتف ،ةحصلا نم ققحتلا حجني مل اذإ .هتحص نم ققحتلا لواحو فلملا ناك اذإ ددحو ةيلاكشإلا ةلتكلا ددح .ةلكشملا اهب يتلا ةلتكلا ىلإ لاقتنالل حيحص لكشب ةلتكلا يف ضورعم يتوصلا.

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قيقدتلا لجس صحف •

.توصلا فلم فذحب ماق نم ىرت نأ كنكمي ،قيقدتلا راسم مدختسم ةهجاو نم

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وأ ەليمحت مت يذلا ديدجلا فلملا مادختساب قفدتلا ثيدحت ىجري ،ةلكشملا ەذە لحل دراوملا توص فلم يف رفوتملا.

ةمجرتاا مذه لوح

تمجرت Cisco تايان تايانق تال نم قعومجم مادختساب دنتسمل اذه Cisco تمجرت ملاعل العامي عيمج يف نيم دختسمل لمعد يوتحم ميدقت لقيرشبل و امك ققيقد نوكت نل قيل قمجرت لضفاً نأ قظعالم يجرُي .قصاخل امهتغلب Cisco ياخت .فرتحم مجرتم اممدقي يتل القيفارت عال قمجرت اعم ل احل اوه يل إ أم اد عوجرل اب يصوُتو تامجرت الاذة ققد نع اهتي لوئسم Systems الما يا إ أم الا عنه يل الان الانتيام الال الانتيال الانت الما