Connected Apps
Enterprise Supervision
Training Course

Course Overview

This hands-on course provides a comprehensive introduction to Enterprise Supervision. Attendees will gain a good understanding of the Supervision environment and how the workflow operates. They will learn about the features and functions of the solution and how to leverage them to meet their Supervision requirements.

Duration and Pricing

This is a 1-day course for up to 6 attendees. The cost of the course (inclusive of up to 6 attendees) is $3,600. The course can be tailored/shortened to customer/user role/need).

Delivery

The training course is delivered virtually using WebEx Training Center by a dedicated remote instructor.

Pre-Requisites

General familiarity with Microsoft Windows and Windows applications. Basic understanding of the concept of Roles. Good understanding of Supervision requirements.

For more information, or to register for this course, contact us at learningservices@smarsh.com.

Course Contents

- Course Overview and Concepts
- Terminology
- Search Functionality
- Supervision Interface
- Roles and Permissions
- Supervision Admin
- User Management
- Role Management
- Participant Management
- Group Management
- User Activity Log
- Supervision
- Policies
- Queues
- Tags and Tag Groups
- Archive Search
- Dashboard
- Data Export
- Scheduled Exports
- Lexicon Libraries
- Review-Levels (Reviewer Hierarchy)
- Supervised Participants/Groups
- Circuit Breaker functionality
- Ad Hoc Policies
- Quotas
- Sampling Profiles
- Review Queue Interface
- Review Available Actions
- Use of Templates for Taking Action on Communications
- Use of Faceting to Reduce the Number of Viewable Communications
- Review Details Pane Functionality
- Export Functionality and Formats
- Export Formats/Options
- Download Exports

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