

Mosaic One Care

75-minute Instructor-led training



Mosaic One Care enables support teams to access a unified view of a customer's experience and utilize actionable intelligence to resolve customer issues on the first call, improving satisfaction and reducing costly escalation

Objective

The Mosaic One Care Overview course will introduce the Care component of Mosaic One. You will learn how to access Mosaic One Care, view various menus and help tools, and walk through a troubleshooting scenario.

Benefits & Audience

- **Benefits:** To understand Mosaic One Care, Log into Mosaic One Care to identify customer information and find additional help
- **Target Audience:** CSR and Support Teams
- Certificate of Attendance

Prerequisites

none

Agenda

Theory/Lecture

- Mosaic One Care Overview
 - Exploring Care's Interface
 - Features and functions
- Integration with Mosaic One Operate, Intellifi, and Mosaic Subscriber Insight
- Mosaic One Subscriber Insight
 - Features and functions
 - Sweep features
 - Intelligence for site-wide reporting
 - Services for subscribers
- Getting Help

Practice/Demos

- Live Demos

Mosaic One Care

Contact

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Ordering Information

Part Number

70-0000305-01

Description

Per Enrollment (Student)