



Fundamentals of LivePerson Program Management

Keys to Success

Have you ever wanted to run your LivePerson Program the way your Program Manager runs it?



Make the most of your LivePerson solution by learning how to efficiently run your online engagement program and own its success. Connect with other LivePerson customers and share your experiences to enrich your learning.

This training event consists of four days of instructor-led classroom courses. The first day course, **Essentials of LivePerson Administration** reviews various administration tasks and outlines what you need to perform in the LivePerson Admin Console to carry out your daily call-center routines.

The following three-day course, **LivePerson Program Management**, is a comprehensive training solution designed to provide you with knowledge on all subjects relevant to the success of your online engagement program. From making strategic business decisions based on information provided by LivePerson reports to optimizing the performance of your agents. In addition, acquire best-practices on how to hire agents and apply compensation and motivation plans.



Target Audience

The training event is intended for Chat Managers, Team Leaders, and Channel Managers who are new to the organization or who would like to optimize their knowledge and efficiency in an online engagement program.



Pricing

For pricing information, please contact lptraining@liveperson.com.



Course Agenda

Download the detailed [course agenda](#)

Key Benefits

Optimize performance by fine-tuning your sales funnel

Handle agent and team-leader turnover

Become more independent and self-sufficient

Essentials of LivePerson Administration

This course offers an introduction to LivePerson products and basic administrative tasks.

Learn how to use the LivePerson Admin Console to manage users and permissions for your account, schedule the necessary reports to be delivered to your inbox, and customize content for your agents.

Leverage the experience of your team and gather tips and best practices based on real customer experiences.

This course is a prerequisite to the following three-day course **LivePerson Program Management**.

Benefits

- » Enjoy self-sufficiency in handling day-to-day administrative tasks
- » Configure and independently maintain the LivePerson application



Duration

Dont waste your time...

Learn all you need from LivePerson administration in just one day.



Best Practices

Just a taste...

- » Ensure that your reports yield accurate numbers by applying the correct setup
- » Learn the most effective settings for agents

Course Units

 LivePerson 101

 Getting to Know the Agent Console

 Managing Users

 Customizing Content

 Running Reports

 Connecting to LivePerson

LivePerson Program Management

This course is designed to provide you with the proper tools to efficiently run the LivePerson online engagement program in your organization.

Learn how to integrate the LivePerson reports and tools into your daily, weekly, and monthly task calendar, to ensure that you meet your KPIs and benchmark goals. This knowledge will enable you to make conscious, strategic decisions on the future.

Learn how to create a competitive, yet nurturing environment for your agents, from hiring the right agents to handling their compensation plans, to keeping them motivated and performing to the best of their abilities.



Duration

In only 3 days...

Learn how to efficiently run your LivePerson engagement program.



Best Practices

Just a taste...

- » Hire the right agents by knowing exactly what to look for
- » Know when your agents are ready to take on more chats

Course Units



Introducing LivePerson Program Management



Translating Your Goals Into Measurable Indicators



Tracking Conversion Activity and Funnel Health



Talking With the Experts



Tracking Call Center Activity and Agent Productivity



Obtaining an In-depth Understanding of Your Program's Performance



Optimizing Your Online Engagement Program



Case Study: Solving Problems in an Online Engagement Program



Mapping Your Tasks



Final Activity: Consulting With LivePerson Program Managers