Hands-On
CallPilot Installation, Programming & End User Features
for BCM & Norstar

BTS
Real-World Experience

Course Description

This beginner level course is designed for personnel responsible for installing, programming and/or troubleshooting BCM CallPilot or Norstar CallPilot 100/150 voice mail systems.

For employees with intermediate or advanced level product knowledge, this course may be used as a refresher to learn about features added in the most recent software versions. Prior to the class, students will be allowed to choose which CallPilot hardware platform and documentation they prefer to use during the training.

The assessment test offered at the end of the course does not grant certification. Avaya/Nortel does not offer certification on Norstar products. Avaya/Nortel does not offer certification on BCM CallPilot independently.

Students Will Learn

- **Describe Norstar Callpilot 100/150 Voice Messaging Components And System Operation**
- **Plan For And Install Norstar Callpilot 100/150**
- **Allocate Channels For Callpilot In The BCM**
- **Build, Edit And Delete Mailboxes**
- **Edit Class Of Service Parameters (Password Expiration, Call Record Ability, Message Retention Period, Etc.)**
- **Initialize And Administer All Types Of Mailboxes Subscriber, Information, General Delivery And System Manager**
- **Program And Demonstrate End User Mailbox Features (Outbound Transfer, Off-Premise Message Notification, Personal Target Attendant, Call Record, Etc.)**
- **Record Company Greetings And Automated Attendant Prompts**
- **Configure And Assign Greeting Tables For Line Answering**
- **Remotely Administer Business Status And Remotely Record Company Greetings**
- **Build, Edit, Enable And Disable CCR Trees**
- **Translate Customer Requirements Into CCR Tree Path/Node Options**
- **Install Unified Messaging On Pcs With Compatible E-Mail Client Software**
- **Configure Unified Messaging On Individual Pcs To Allow Users To Receive, Send And Administer Voicemail Messages In Client E-Mail Applications**
- **Demonstrate For End Users How To Use Unified Messaging**
- **Program A Basic Call Center (Agents, Skillset Day/Night Routing Tables, Overflow Routing, Intelligent Routing, Line Answering, Etc.)**
- **Demonstrate End User Call Center Features (Logging In/Out, Make Busy, Supervisor Features)**
- **Understand More Advanced Call Center Settings - Discussion Only**
- **Understand Call Center Reporting - Discussion Only**
- **Troubleshoot Voice Messaging Features Working With Telephony System Features**

Target Audience

This course is designed for personnel responsible for installing, programming and/or troubleshooting BCM CallPilot or Norstar CallPilot 100/150 voice mail systems.

Prerequisites

None.

Delivery Method

Instructor led with numerous Hands-On labs and exercises.

Equipment Requirements

(This apply's to our hands-on courses only)

BTS always provides equipment to have a very successful Hands-On course. BTS also encourages all attendees to bring their own equipment to the course. This will provide attendees the opportunity to incorporate their own gear into the labs and gain valuable training using their specific equipment.

Course Length

3 Days