

Hands-On

CallPilot Application Builder



Course Description

This Hands-On course details activities in PBX, SDN and AppBldr to maintain and create auto-attendants. All blocks discussed are part of Hands-On practical exercises.

Learn tips and techniques for creating and maintaining apps.

This course can be tailored based on Customer Needs and Requirements.

Students Will Learn

- **Login to Application Builder**
- **Understanding Existing Applications**
- **Navigating the App Builder Screen**
- **Creating a NEW Applications**
- **Putting an Application into Service**
- **Print Commands**
- **Tips and Techniques**
- **System Prompt Customization**
- **Troubleshooting**

Target Audience

CallPilot Administrators that need to know how to maintain and create auto-attendant applications.

Prerequisites

None.

Course Outline

Module I: Login to Application Builder

Understanding Existing Applications
SDN Table
Application Name/ID
PBX routing

Module II: Navigating the App Builder Screen

Palette
Blocks

- o Basic
- o System
- o Imported (later in course)

Work Space/Application Window
Default Blocks

Module III: Creating a NEW Application

Naming Applications and Blocks

- o Application Properties
- o Block Properties
- o Connectivity and Configuration of Blocks

Pink

Copy/Paste

Outputs (lines/stubs)

Shift Key/Mouse for multiple item selection

Block Definition and Configuration for each block we will learn the configuration and outputs of each, some blocks are more involved than others

- o Announcement
- o Call Transfer

Default Messaging Management

- o Time of Day services

Date Control

Day Control

Holidays Messaging Management

Time Control

- o Menu
- o Thru-dial (dial by name and number)
- o Language selection
- o Password Check
- o System Blocks

Express Voice Messaging
 Express FAX Messaging
 Voice Item Maintenance (VIM)
 FAX Item Maintenance (FIM)
 Custom Commands allows users to train mailbox (Speech Req feature)
 Voice Items

- o Voice Item Maintenance
- o Record CallPilot Player
- o Import
- o Define Menu

Module IV: Putting an application into service

Complete vs. Incomplete applications
 SDN Table
 Voice Item Maintenance

- o File:Properties

General Tab - application ID
 Security Tab - password for application

Module V: Print Commands

Print Setup
 Print Flow
 Print Block Details
 Print Voice/Fax Items

Module VI: Tips and Techniques

Menu and Tool Bar

- o Hide/Show Palette and Tool Bar
- o Move/Restore Palette
- o Min/Max/Full View Menu
- o Display Page Breaks
- o Tile/Cascade multiple applications
- o Text Notes

Loops and Errors
 Saving Applications

- o Save vs. Save As

- o Complete vs. Incomplete

File:Properties

Importing/Exporting Applications (discussion, not part of hands-on exercises)

- o Export

Continue block appears

indicates this app is available to be imported into other apps

directs application FLOW back to (continue) initial app

- o Import

Select application from list to import into new tab called Imported Applications

Like a GoTo or Subroutine

Module VII: System Prompt Customization & Troubleshooting

Notes

NOTE If customer has a particular application to build, they may be able to work on those details as the review project that we do at the end of the second day. Depending on complexity and time.

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

2 Days