

Hands-On

# CallPilot User/System Administration



## Course Description

This Hands-On course details all User Administration screens, including building mailboxes, templates, mailbox classes, RPLs, SDLs, saving searches for maintenance tasks.

Explanation of CP ports, Security, System, and Management related screens. PBX programming in support of CP also discussed.

Hands-On practical exercises reinforce information exchanged.

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

## Students Will Learn

- Mailbox User Training
- User Administration
- System Menu Screens
- Maintenance Menu Screens
- Messaging Menu Screens
- Security Administration Menu Screens
- Call Routing
- Basic Troubleshooting
- And Much More...

## Target Audience

CallPilot Administrators that need to know about all the User and System screens.

## Prerequisites

None.

## Course Outline

### Module I: Mailbox User Training

Login and Navigate CallPilot Mailbox  
End User Card

- o Login
- o Greetings
- o Playing Messages
- o Composing/Addressing Messages
- o Forward/Reply/Reply All
- o Delete
- o Tags
- o Personal Distribution Lists (PDL)
- o Custom DN

### Module II: User Administration

Login  
Mailbox Users

- o Resetting Passwords
- o Building Users (Backup Administrators and Mailbox)
- o Altering Existing Users
- o Revert DN
- o Remote Notification
- o Templates creating and altering
- o Mailbox Class creating and altering
- o Restriction and Permissions creating and altering

Searching Users and Saved User Searches

- o Disabled Mailboxes
- o Stale Users
- o Users with no recordings
- o Tips for uses in Troubleshooting (MWI DN, Target DN for RN, etc)

Distribution Lists

- o Personal
- o Shared

Static and Dynamic  
How to allocate to users

### Module III: System Menu Screens

## Backup and Restore

- o Full System Backup
- o Application Builder Archive and Restore
- o User Archive and Restore
- o Scheduling

## Event Browser

Service Directory Number Table (SDN)

## **Module VI: Maintenance Menu Screens**

### Channel and Multimedia Port

- o Explanation of Ports

DS-0s vs. Multi-Media ports

Agents vs. Voice, Fax and Speech

- o MGATE Card vs. DSP
- o Troubleshooting

## **Module V: Messaging Menu Screens**

### Messaging Management

- o General
- o Timeouts
- o Auto-Play
- o Broadcast
- o Special Purpose Mailboxes (Alarm Monitoring)
- o Name Dialing
- o Special DNS

### Defining Holidays

Restriction and Permission Lists (RPLs)

System Prompt Customization

## **Module VI: Security Administration Menu Screens**

### Messaging Management

- o General
- o Passwords
- o Invalid Login Attempts

## **Module VII: Call Routing**

How does the PBX communicate with the CP?  
PBX Programming

- o ELNK
- o ELAN
- o CDNs and ACD
- o Agents
- o Phantom and Dummy Queues

### **Module VIII: Basic Troubleshooting**

Hands-on troubleshooting of Mailbox  
If captive CP/PBX environment will place troubles into PBX as well

### **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