

Course Description

The course will be tailored based on Customer Needs and Requirements. This course can include both topics or individual topics.

Students Will Learn

- Set types used at Customer Site
- Digital vs. IP
- Dialing Plan information used at customer site
- Checking Messages
- Keys and Buttons
- Message/Inbox
- Directory
- Services Key Change Feature Key Label, Key Click, Time and Date Format, Ring Type, Display Contrast, etc.
- Explain Selected Features
 - o Auto Dial
 - o Forward
 - o Transfer
 - o Conference
 - o Call Pick-up and DN Pick-up
 - o Call Park
 - o Last Number Redial
 - o Dial-Intercom
- CallPilot Mailbox User Login
- First Time Login (Default Password and Password Change)
- Navigate Mailbox - End User Card
- Greetings
- External
- Internal
- Personal Verification
- Temporary Absence
- Playing Messages
- Delete/Restore
- Forward/Reply/Reply All
- Changing Password
- Personal Distribution Lists (PDL)
- Custom Operator (Revert DN)
- Composing/Addressing Messages
- Express Messaging DN

- **Name Dialing**
- **Thru-Dialing**
- **Example Greeting Types**

Target Audience

New users to CS1k and/or CP Voicemail.

Prerequisites

None.

Course Outline

Module I: Telephone User Training

Show each set type used at customer site

- o Explain basics of each set
 - Digital vs. IP
 - Number of keys
 - Soft-keys
 - Message Waiting Light
 - Speakerphone
 - Make Call/Answer Call
 - Dialing Plan information used at customer site
- o Number digits (internal)
- o Access Codes
 - External
 - Long Distance
 - International
- o Voice Mail
 - Checking Messages
- o Help Desk Number and/or Email
 - Explain layout of set:
- o Display, Soft-keys, Keys and Buttons

- o Keys and Buttons:

Hold

Goodbye

Handsfree

Mute

Headset

Volume Controls

Shift

Message/Inbox

Quit

Directory

Services Key Change Feature Key Label, Key Click, Time and Date Format, Ring Type, Display Contrast, etc.

Explain Selected Features:

- o Auto Dial
- o Forward
- o Transfer
- o Conference
- o Call Pick-up and DN Pick-up
- o Call Park
- o Last Number Redial
- o Dial-Intercom

Module II: CallPilot Mailbox User Training

Login

- o First Time Login (Default Password and Password Change)
- o Internal or external Access
- o Navigate Mailbox - End User Card

Greetings

External

Internal

Personal Verification

Temporary Absence

Playing Messages

Delete/Restore

Forward/Reply/Reply All

Changing Password

Personal Distribution Lists (PDL)

Custom Operator (Revert DN)

Composing/Addressing Messages

Express Messaging DN

Name Dialing

Thru-Dialing

Example Greeting Types

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

1 Day