AVAYA

ATTENDANT Softconsole TRAINING
Console Operations / Programming / Telephone Etiquette

Course Information:

Class size is small – usually 3 to 5 students
Class is customized to the students attending
Class Time: 2 hours

Audience:

Switchboard attendants

Description:

Gain skills and the knowledge needed to handle the attendant Softconsole on a CM Telephone System. This popular class provides hands-on exercises which emphasize the use of the console features and the phraseology in order to present a professional call handling process to your callers. All training materials are provided in class. However, students are encouraged to bring questions and situations they have encountered to discuss in class.

Course Objectives:

- Understanding all features and capabilities of the attendant Softconsole.
- Adding any features that may be helpful in improving call processing.
- Reviewing *Attendant System Reports* which indicate the service level given to callers..
- Reviewing the phraseology that is most affective in processing calls.
- Set up and changing the softconsole Directory