AVAYA

Communications Manager
End User Training

Class Information:

Class is a "hands on" experience using live phones. Time permitting, users will learn on their own phone and open their mailbox in class.

There are usually 10-15 users per class.
Classes last 1hour to 1 ¼ hour
Each users receives customized End User Training Documents.

Classes are conducted using an interactive Power Point that is customized covering all feature capabilities uniformly with each class.

Telephone Etiquette training can be included upon request.

Objective:

Each user gain skills and the knowledge needed to properly and efficiently use their Voice Terminals and Voice Mail system features.

Items Usually Covered:

- Handling incoming calls and Outgoing calls
- Lights, buttons, Screen options
- Speakerphone, Mute, Volume Controls
- Transfer / Conference / Drop
- Adding a call on hold to a Conference Call
- Contact List
- Call Log
- Directory
- Send Calls / Coverage
- Park / Park Retrieve
- Get Voice Mail Messages
- Mailbox parameters
- Logging into VM
- Setting up mailbox
- Administering Greeting
- Personal Options
- Web Client Capabilites
- Outlook – e-mail Integration

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