

# CMG CM - CONFIGURATION MANAGER & DM - DIRECTORY MANAGER SYSTEM ADMINISTRATION



The CMG CM Configuration Manager & DM Directory Manager System Administration course is designed for System Managers, System Administrators, Office Managers, IT Personnel and Supervisors, to enable them to manage their CMG Directory Data efficiently on a day to day basis. The course familiarises delegates with the applications required to manage the directory using the CM Configuration Manager & DM Directory Manager applications to maximise Operator efficiency. To appreciate the full potential of the Directory we include an overview of CMG NOW Operator Workstation.

This course can be carried out on Customers own sites, where the Instructor will help the Administrator configure some of the interface features to their requirements.

## Course Content

- ❖ Introduction to CMG CM & DM:
- ❖ Using CMG CM & DM Directory Manager application to create a bespoke company directory primarily to be used within the CMG NOW Operators Workstation.
- ❖ Creating New UDF's (User Defined Fields)
- ❖ Add, delete and update Organisations /Departments.
- ❖ Add, delete and update User Records
- ❖ Add, delete and update Keywords
- ❖ Add, delete and update Alternative Spellings
- ❖ Searching for Records
- ❖ Overview of the basic features and requirements of the CMG NOW Operator Workstation.
- ❖ Add, delete and update Activities
- ❖ Add, delete and update Quick Info Files.
- ❖ Add, delete and Update External Directory Subscribers
- ❖ Add, delete and update Templates
- ❖ CMG DM Directory Manager Administration facilities.
- ❖ Printing from the Directory Manager software.
- ❖ Shortcuts

## Training Technique

This training consists of explanations, demonstrations and practical exercises to ensure each delegate is confident and proficient in using all the functions that their new system has to offer.

## Course Prerequisites

Delegates should be familiar with the Windows Applications system.

- ❖ A good skill in computer literacy
- ❖ An active role in Telecoms
- ❖ An active role in switchboard operation

## Who Should Attend?

This course has been designed for Switchboard Operators, Receptionists, Supervisors, Telecoms Managers, and other personnel expected to manage the DNA Directory Manager

## Course Duration

1 Day

## Max Delegates

4

## Room Setup

Whiteboard / Flipchart  
1 PC for each Delegate with Clients installed  
Access to CMG Server  
PC Projector if 4 Delegates