CMG NOW OPERATOR WORKSTATION

CMG NOW Operator Workstation course is designed for Supervisors, Receptionists and Operators, to enable them to manage their Operator Workstation interface for the MX-ONE Telephony Server efficiently on a day to day basis. The course familiarises delegates with managing calls for the company and all the features of the system to enhance and simplify their daily tasks. The CMG NOW Operator Workstation is designed to deliver a high level of proficiency to the operator. The course focuses on the features and facilities of the PC based application and the use of the integrated directory.

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

Course Content

- Introduction to CMG NOW Operator
- Switching on/off, main screen overview
- Night & Day service
- Basic Call Management
- Incoming Calls
- Auto Answer/Auto Extend
- Extending Calls
- Recalls
- Parking Calls
- Internal Calls
- Dialling extensions
- Outgoing Calls
- Advanced Call Management
- Intrusion
- Diversion, Follow Me & Profiles
- Diversion By-pass
- Voicemail
- Serial Calls
- Activities
- Messages
- NOW Directory Assistance
- Locating Subscribers
- Viewing detailed information
- Alternative Names
- Same Room/Same Organisation Search
- NOW Window options
- Web Browser
- Quick Info
- Customising NOW
- Changing Fonts and Colours
- Soft Keys
- Alarms & Glossary

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 have an interest in gaining the best from your CMG NOW Operator Workstation and the Telephony system.
- A good skill in computer literacy
- 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 use or manage the CMG NOW Operator Workstation.

Course Duration

1 Day

Max Delegates

2

Room Setup

Whiteboard / Flipchart
1 Console
1 Handset connected to Console for call handling
Extra Handset for call handling simulation
Access to CMG Server