

INATTEND OPERATOR WORKSTATION



InAttend Operator Workstation course is designed for Supervisors, Receptionists and Operators, to enable them to manage their Operator Workstation interface for their Telephone System 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 InAttend Operator Workstation Course 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 InAttend Operator
- ❖ Switching on/off, main screen overview
- ❖ Night & Day service
- ❖ Auto Answer/Auto Extend
- ❖ Basic Call Management
- ❖ Recalls
- ❖ Parking Calls
- ❖ Outgoing Calls/Assistance Calls
- ❖ Advanced Call Management
- ❖ Diversion, Follow Me & Profiles
- ❖ Diversion By-pass
- ❖ Breakthrough
- ❖ Voicemail
- ❖ Directory Assistance
- ❖ Locating Subscribers
- ❖ Viewing detailed information
- ❖ Alternative Names
- ❖ Same Room/Same Organisation Search
- ❖ InAttend Window options
- ❖ Presence / Activities
- ❖ Messages
- ❖ Web/Quick Info
- ❖ Chat
- ❖ Journal
- ❖ Information
- ❖ Bulletin Board
- ❖ Busy Lamp Fields
- ❖ Customising InAttend
- ❖ Changing Fonts and Colours

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 to gain the best from your InAttend 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 manage the InAttend Operator Workstation.

Course Duration

1 Day (1/2 Day if upgrading from DNA or NOW)

Max Delegates

2

Room Setup

Whiteboard / Flipchart
 1 Console
 1 Handset connected to Console for call handling
 2 x Extra Handsets for call handling simulation