INTOUCH & INTOUCH+ USER TRAINING

The InTouch and InTouch+ User Training course is designed to enable Users to become familiar with the features their new soft phone has to offer. It also introduces and builds confidence and competence in using the functions that the Telephony system offers enabling users to get the best out of their new system.

This course can be carried out on Customers own sites

Course Content

- Making/Receiving Calls
- Adjusting Volume of ringing & callers
- Using Mute/Silent
- Making Enquiry Calls
- Transferring Callers
- Holding Calls
- Last Number Redial
- Automatic Callback
- Conference
- Symbols - Avail/Busy
- Call Log info
- DTMF Dial Pad
- Individual Diversion
- Diversion on No Reply
- Diversion on Busy
- Follow Me
- External Follow Me
- Message Waiting
- Personal Number Profiles

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

An interest to gain the best from your telephone handset and the MX-ONE Telephony system.

Who Should Attend?

This course is designed for all new users of the MX-ONE Telephony system.

Course Duration

1 hours (4-5 sessions per day)

Max Delegates

15

Room Setup

Whiteboard / Flipchart
1 x PC with Soft Phone for each Delegate