MD110 DNA DIRECTORY MANAGER SYSTEM ADMINISTRATION

MD110 DNA Directory Manager System Administration course is designed for System Managers, System Administrators, Office Managers, IT Personnel, Supervisors and Operators, to enable them to manage their DNA Directory Data efficiently on a day to day basis. The course familiarises delegates with the applications required to manage the directory using the DNA Directory Configuration and Directory Manager applications to maximise Operator efficiency. To appreciate the full potential of the Directory the course includes an overview of DNA 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 DNA Directory Manager

◀ Using the DNA Directory Configuration Application to create a bespoke company directory primarily to be used within the DNA Operators Workstation

◀ Creating New UDF's (User Defined Fields)

◀ Add, delete and update Departments

◀ Add, delete and update Subscribers

◀ Add, delete and update Keywords

◀ Add, delete and update Alternative Spellings

◀ Searching for Subscribers

◀ Overview of the basic features and requirements of the DNA Operator Workstation

◀ Add, delete and update Info Files.

◀ Add, delete and Update External Directory Subscribers

◀ Add, delete and update Templates

◀ DNA Directory Manager Administration facilities

◀ Printing from the Directory Manager software

◀ DNA Transaction Register

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 DNA Server
PC Projector if 4 Delegates