

MD110 DNA OPERATOR WORKSTATION



The DNA Operator Workstation course is designed for Supervisors, Receptionists and Operators, to enable them to manage their Operator Workstation interface for the MD110 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 DNA 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 DNA 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 DNA Operator Workstation
- ❖ Switching on/off, main screen overview
- ❖ Night & Day service
- ❖ Traditional or Modern View
- ❖ Web Browser options
- ❖ 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
- ❖ DNA Directory Assistance
- ❖ Locating Subscribers
- ❖ Viewing detailed information
- ❖ Alternative Names
- ❖ Same Room/Same Organisation Search
- ❖ Customising DNA Operator Workstation
- ❖ Changing Fonts, Colours & F keys
- ❖ Alarms & Glossary
- ❖ Visitor Registration
- ❖ DNA Supervisor Application (if applicable)

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 DNA 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 DNA 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 DNA Server