

ONEBOX MESSAGE MANAGER FOR OUTLOOK USER TRAINING



The OneBox Message Manager for Outlook User Training course is designed to enable Users to become familiar with the features their new OneBox system has to offer. It introduces and builds confidence and competence in using all the functions that the system integration with Outlook offers to provide simple but very effect management of their Voice, Email and Fax messages offers enabling Users to get the best out of their new system.

This course can be carried out on Customers own sites

Course Content

- ❖ Features and Benefits
- ❖ The new Outlook Inbox
- ❖ Listening to Voice Messages
- ❖ Selecting your Playback/Record option
- ❖ Forwarding Messages
- ❖ Replying to a Message
- ❖ Adjusting Volume/Speed
- ❖ Viewing Faxes (RightFax Version only)
- ❖ Forwarding Faxes to other users
- ❖ Replying to a Fax
- ❖ Printing a Fax
- ❖ Recording and Sending New Voice Messages
- ❖ Creating and Sending New Faxes
- ❖ Message retention/Saving Messages
- ❖ Future delivery/Delivery Notification
- ❖ Managing your Inbox
- ❖ Live Reply
- ❖ Desktop Phone Manager
- ❖ Customising your Mailbox
- ❖ Changing your Greetings
- ❖ Changing your playback telephone
- ❖ Extension Specific Processing (ESP)
- ❖ Call Screening
- ❖ Fax Util (overview)
- ❖ Setting up Message Notification
- ❖ Call screening

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 OneBox system.

Users should understand the following features on their Company's Telephone System:

- ❖ Diversion
- ❖ Diversion on No Reply
- ❖ Diversion On Busy
- ❖ Follow Me

Who Should Attend?

This course is designed for all new users of the OneBox Message Manager for Outlook.

Course Duration

1 hr User Sessions or 2½ hr Train the Trainer

Max Delegates

15

Room Setup

Whiteboard / Flipchart
1 x Handset for each Delegate
1 x PC for each Delegate