

# ONEBOX VOICEMAIL BASIC SYSTEM ADMINISTRATION



The OneBox Voicemail Basic System Administration course is specifically designed to familiarise delegates with the very basic programming principals of the OneBox system, with the very basic programming principals enabling them to create/delete and customise mailboxes as required. This course is aimed at customers using a very basic voicemail system or for Help Desk staff requiring the basic knowledge of the system.

This course can be carried out on Customers own sites, where the Instructor will help the Administrator configure the System and Mailboxes to their own requirements.

## Course Content

- ❖ Introduction
- ❖ User facilities including:
  - ❖ Features and Benefits
  - ❖ Company guidelines for Recording Greeting
  - ❖ Setting up your Mailbox
  - ❖ Accessing the system
  - ❖ Message Retention/Saving messages
  - ❖ Listening to Messages
  - ❖ Accessing Fax Messages and E-Mail Messages (UM)
  - ❖ Forwarding Messages to other Users' Mailboxes
  - ❖ Replying to a Message
  - ❖ Adjusting Volume/Speed Using Bookmarks
  - ❖ Accessing Sender Information
  - ❖ Recording and sending Messages
  - ❖ Urgent/Future delivery/Delivery notification
  - ❖ Distribution lists
  - ❖ Managing your Mailbox
  - ❖ Customising your Mailbox
  - ❖ Changing the Security Code
  - ❖ Changing the Greetings
  - ❖ Out of Office Greeting
  - ❖ Setting up Message Notification
  - ❖ Extension Specific Processing (ESP)
  - ❖ Call screening
  - ❖ Message Forwarding/Envelope Settings
  - ❖ Exiting your Mailbox
- ❖ Mailbox Attributes
- ❖ Creating/Deleting/Editing Subscribers
- ❖ Alternative Answering Options
- ❖ Message Notification/Forwarding

## 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

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 personnel such as Help Desk Support staff, or for complete "Beginners", as a starting point in Voicemail Admin to carry out basic changes to Mailboxes to assist the main Telecoms personnel with OneBox System basics.

## Course Duration

1 Day

## Max Delegates

4

## Room Setup

1 x Handset for each Delegate  
 1 x PC for each Delegate  
 PC & Projector if 4 Delegates  
 Whiteboard / Flipchart