

## ONEBOX VOICEMAIL USER TRAINING



The OneBox Voicemail 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 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
- ❖ Company guidelines for Recording Greetings
- ❖ Setting up your Mailbox
- ❖ Accessing the system
- ❖ Message Retention/Saving messages
- ❖ Listening to Messages
- ❖ Accessing Fax Messages and E-Mail Messages (UM Version only)
- ❖ 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

### 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 system.

### 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