

ONEBOX WEB PHONE MANAGER USER TRAINING



The OneBox Web Phone Manager 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
- ❖ Accessing Web Phone Manager
- ❖ Listening to Messages
- ❖ Composing a new Message
- ❖ Replying to a Message
- ❖ Forwarding Messages
- ❖ Saving messages
- ❖ Deleting messages
- ❖ Using the Dashboard
- ❖ Changing the Greetings
- ❖ Out of Office Greeting
- ❖ Distribution lists
- ❖ Personal Address Book
- ❖ Call Settings
- ❖ Phone Numbers
- ❖ Changing your Security Code
- ❖ Message Settings
- ❖ Message Notification
- ❖ Availability - Settings & Schedules
- ❖ Extension Specific Processing (ESP)
- ❖ Call screening
- ❖ Message Forwarding/Envelope Settings
- ❖ VIM
- ❖ Playback
- ❖ 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

10

Room Setup

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