

SYMBOLIC OPERATOR CONSOLE



Symbolic Operator Console course is designed for Supervisors, Receptionists and Operators, to enable them to manage their switchboard interface for their Telephone System 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 Symbolic Operator Console is designed to deliver a high level of proficiency to the operator.

This course can be carried out on Customers own sites.

Course Content

- ❖ Introduction to Symbolic Operator
- ❖ Switching on/off, main screen overview
- ❖ Night & Day service
- ❖ 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
- ❖ Alarms & Glossary

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 Symbolic Operator Console and the Telephony system.

- ❖ 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 manage the Symbolic Operator Console.

Course Duration

1/2 Day (2 Sessions per day)

Max Delegates

2

Room Setup

Whiteboard / Flipchart
1 Console
1 Handset connected to Console for call handling
Extra Handset for call handling simulation