

# COURSE DESCRIPTION



**Course Name:** DNA Directory Features

**Course description:**

The directory manager (DMG) application allows the system administrator to structure the corporate directory to suit the organisation's exact requirements. This course explores the screen and programming principles in-depth so that the delegate becomes confident and proficient in managing and implementing changes to the DNA Directory.

**Training Technique:**

- ▶ Verbal instruction
- ▶ Practical demonstration
- ▶ Explanations while delegates operate individual computer terminals
- ▶ Discussion and questions and answers

**Course Content:**

After attending the course you will be able to use, configure and manage the following features and understand their application and benefits.

- ▶ Directory Manager configuration (will include starting DMG configuration, overview of the main screen and setting user defined fields)
- ▶ Operator workstation overview (will include starting the OWS application, logging on/off and the main screen layout)
- ▶ Using the OWS directory assistance (will include locating and identifying subscribers, viewing detailed subscriber records, viewing confidential information, view alternative names, view subscriber's photo and advanced call handling)
- ▶ Customising operator workstation (will include function key programming, screen fonts and internal directory options)
- ▶ Directory Manager department structure (will include Starting the DMG application, overview of main screen, subscriber tab options, access and controlling DMF work areas and using the online help files)
- ▶ Departments (will include adding new departments, view/update existing departments, deleting departments and finding departments)
- ▶ Subscriber structure (will include using pictures (BMP), adding new subscribers, view/update existing subscribers, deleting subscribers, listing subscribers, finding subscribers and changing multiple items)
- ▶ Information (will include adding records and configuring entry options)
- ▶ External directory structure (will include adding new external data, view/update existing entries and deleting an external entry)
- ▶ Administration (will include passwords configuration and transaction details)

**Who should attend:**

This course has been designed for company Telecommunications Managers, Telephone/Switchboard Supervisors or other staff who will be responsible for making changes to the corporate directory using the DNA Directory Manager application.

**Pre-requisites:**

- ▶ A good skill in computer literacy
- ▶ An active role in switchboard operation/supervision
- ▶ An interest in switchboard operation/supervision

**Cost: On application****Duration: 1 Day****Location: Horsham**

The course runs between 10am – 4.30pm

**Booking information: To follow**

To request a booking form and course availability telephone the Customer Training Department on 01403 244955 or email [clienttraining.uk@damovo.com](mailto:clienttraining.uk@damovo.com).