

# COURSE DESCRIPTION



**Course Name:** DNA Operator Workstation

**Course description:**

DNA Operator Workstation (OWS) is designed to deliver a high level of proficiency to the designated operator. The course focuses on the features and facilities of the desktop based OWS switchboard and the use of the integrated directory.

**Training Technique:**

- ▶ Verbal instruction & practical demonstration

**Course Content:**

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

- ▶ Introduction (will include starting the OWS programme, logging on/off, overview of the main screen and day and night service)
- ▶ Basic Call Management (will include incoming calls, automatic answer, transferring calls, recalls, parking a call, automatic extend, internal calls, dialling extensions and outgoing calls)
- ▶ Advanced Call Management (will include messaging, intrusion, by-pass-diversion, diversion to absence information, follow-me, voicemail onebox – AVT, outbound dialler and serial calls)
- ▶ OWS Directory Assistance (will include locating and identifying subscribers, viewing detailed subscriber records, viewing confidential information, view alternative names, view subscriber's photo, advanced call handling, external directory, custom search, same room/same department search and active on call)
- ▶ Customising OWS (will include function key programming, screen fonts and internal directory options)
- ▶ OWS Visitor Registration (will include logging on, main screen functionality and configuration of supervisor options)
- ▶ Reference (will include zone information, alarm responses and start up)

**Who should attend:**

This course is designed for Company Telephonists and Receptionists and any staff who will be required to provide switchboard cover.

**Pre-requisites:**

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

**Cost: On application**

**Duration: 1 Day**

**Location: Horsham/Warrington**

The course runs between 10am – 4pm

**Booking information:**

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).

