

COURSE DESCRIPTION



Course Name: MD110 OPI Operator

Course description:

This course is designed to deliver a high level of proficiency to the designated switchboard operator. The course focuses on the features and facilities of the MD110 operator's switchboard.

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.

- ▶ Switchboard features (automatic and manual answer and extend, answering calls, transferring calls, recalls and parking calls)
- ▶ Console preparation (on/off duty and night service)
- ▶ Receiving calls (external and internal options as well as calls returns (recalls)
- ▶ Making calls (internal and external dialling and assistance call dialling)
- ▶ Assistant calls
- ▶ Initiating diversions (switchboard diversions and extension diversions)
- ▶ General facilities and functions (conferencing calls, serial calls, intrusion and call waiting tone options)

Who should attend:

Company telephonists and receptionists or those nominated to provide switchboard cover.

Pre-requisites:

- ▶ An active role in switchboard operation
- ▶ An interest in switchboard operation

Cost: On application

Duration: 1 Day

Location: Customer site

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.