

COURSE DESCRIPTION



Course Name: MX-ONE Messaging UM for Outlook Train the Trainer

Course description:

The MX-ONE Messaging Voice/UM for Outlook Train the Trainer course is specifically designed to enable designated members of staff to fully understand the principals of the MX-ONE Messaging UM for Outlook system. These personnel become the in-house experts who fully understand the functions and features of the MX-ONE Messaging UM for Outlook system and have the ability to impart this knowledge to new users. This course will cover both the TUI & GUI.

Training Technique:

- ▶ Verbal instruction
- ▶ Practical demonstration
- ▶ Practical exercises
- ▶ Discussion and questions and answers

Course Content & Objectives:

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

- ▶ The new Outlook inbox
- ▶ Listening to voice messages
- ▶ Selecting your playback/record option
- ▶ Forwarding messages
- ▶ Replying to a message
- ▶ Adjusting volume/speed
- ▶ Viewing faxes (RightFax version only)
- ▶ Forwarding faxes to other users
- ▶ Replying to a fax
- ▶ Printing a fax
- ▶ Recording and sending new voice messages
- ▶ Creating and sending new faxes
- ▶ Message retention/saving messages
- ▶ Future delivery/delivery notification
- ▶ Managing your inbox
- ▶ Live reply
- ▶ Desktop phone manager
- ▶ Customising your mailbox
- ▶ Changing your greetings
- ▶ Changing your playback telephone
- ▶ Extension specific processing (ESP)
- ▶ Call screening

- ▶ Fax Util (overview)

Who should attend:

This course is designed for System Administrators, Company Trainers and key users of the MX-ONE Messaging UM for Outlook system who will be responsible for the training of new users.

Pre-requisites:

- ▶ Users must be familiar with Windows applications system
- ▶ Delegates must be confident in their ability to train company personnel on all aspects of the MX-ONE Messaging UM for Outlook user features.
- ▶ Users must be familiar with their organisation's telephone system and must know how to use the following features:
 - ▶ Diversion
 - ▶ Diversion on no reply
 - ▶ Diversion on busy
 - ▶ Follow me
 - ▶ Profiles
- ▶ Users must a reasonable knowledge of Outlook e-mail

Cost:

On application

Duration: 1 Day

Location: Horsham/Onsite

The course runs between 10am – 4.00pm

Booking information:

To request a booking form and course availability telephone the Customer Training Department on 01403 244446 or email clienttraining.uk@damovo.com.