

# COURSE DESCRIPTION



**Course Name:** MX-ONE Messaging Voice Mail System Administration

## **Course description:**

MX-ONE Messaging Voice Mail System Administration will familiarise delegates with the Voicemail programming principles enabling them to make changes to the system configuration at customer administration level as well as create/delete and customise mailboxes as required.

This course will also enable delegates to change main company announcements and recordings, run system reports and carry out back-ups of the voicemail system. This course can be carried out at customer's site, where the instructor will help the Administrator configure the basic system and mailboxes to the customer's requirements.

## **Training Technique:**

- ▶ Verbal instruction
- ▶ Practical demonstration
- ▶ Practical exercises
- ▶ 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.

- ▶ Introduction
- ▶ User facilities
- ▶ Administrators account/mailbox
- ▶ Mailbox types
- ▶ Creating/deleting/editing subscribers/COS mailboxes message notification/forwarding/presentation
- ▶ Creating ranges of mailboxes/template editing
- ▶ Announcement/interactive mailboxes
- ▶ Distribution lists
- ▶ Outbound/visitor mailboxes
- ▶ Creating call processors
- ▶ Call processor actions
- ▶ Automated night service
- ▶ Auto attendant and multi menu options
- ▶ Recording names/announcements/company greetings
- ▶ System configuration, answer mode and call routing
- ▶ Reports
- ▶ System back-ups

**Who should attend:**

This course has been designed for Company Telecommunications Managers, IT Personnel, Telephone Supervisors and other administration personnel who will be expected to carry out changes to the system configuration.

**Pre-requisites:**

- ▶ Users must be familiar with the windows applications system
- ▶ An active role in telecommunications management
- ▶ An interest in telecommunications management

**Cost: On application****Duration: 3 Days****Location: Horsham/Onsite**

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).