

COURSE DESCRIPTION



Course Name: MX-ONE Messaging Voice Mail User

Course description:

The MX-ONE Messaging Voice Mail User course builds confidence and competence in using all the features and functions that the MX-ONE Messaging Voice Mail system offers.

Training Technique:

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

- ▶ Company guidelines for recording greetings
- ▶ Setting up your mailbox
- ▶ Accessing the system
- ▶ Message retention/saving messages
- ▶ Listening to messages
- ▶ Accessing fax messages and e-mail messages (UM version only)
- ▶ Forwarding messages to other users' mailboxes/replying to a message
- ▶ Adjusting volume/speed using bookmarks
- ▶ Accessing sender information
- ▶ Recording and sending messages
- ▶ Urgent/future delivery/delivery notification/distribution lists
- ▶ Managing your mailbox
- ▶ Customising your mailbox
- ▶ Changing the security code
- ▶ Changing the greetings
- ▶ Out of Office greeting
- ▶ Setting up message notification
- ▶ Extension specific processing (ESP)
- ▶ Call screening
- ▶ Message forwarding/envelope settings
- ▶ Exiting your mailbox

Who should attend:

This course is designed for all new users of the MX-ONE Messaging Voice Mail system.

Pre-requisites:

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

Cost:

On application

Duration: 1 Day**Location: Horsham/Onsite**

1 day's training will be divided into 4 x 1-hour sessions.

Booking information:

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