

COURSE DESCRIPTION



Course Name: Mitel Networks Operator Console Training

Course description:

These hands-on training sessions are available for the full range of Mitel Operator consoles.

Training Technique:

Instructor led

Course Content:

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

- ▶ Call prioritisation
- ▶ Call transfer – supervised and unsupervised
- ▶ Call hold and retrieval
- ▶ Using the Phonebook application
- ▶ Using the Scratch Pad and Bulletin Board*
- ▶ Changing from day to night service

Who should attend:

All Operators and Switchboard Supervisors

Pre-requisites:

- ▶ None

Cost:

On application

Duration: 1 day

Location: Onsite

Booking information:

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