



Train the User Trainer

Course Profile

1 day

Who Should Attend

This course has been designed for trainers who will be providing user training on the **maximiser** system.

Prerequisites

Delegates should have a basic understanding of PBX functionality and be confident working in a Microsoft Windows/Apple Mac environment. Delegates must be experienced trainers on telephone systems and PC software. **Delegates should bring a laptop (Windows 98+ or Apple Mac OSX+) with them.**

Objectives

The aim of the course is to provide delegates with the skills to enable them to confidently train users of analogue handsets, PCS 505, PCS 520; the PCS 60; and PCS 560/570 on a **maximiser** system.

Course Outline

- Basic call handling on a PCS 505
- Basic call handling on a PCS 520
- Understanding the use of Dial Plan entries
- Using the PCS 560
- Using the PCS 570
- Using Speed Dials
- Understanding Groups and Departments
- Working with Contacts
- Handling calls via the Directories
- User configuration
- Using the PCS 60 with an analogue handset
- Using the PCS 60 as an IP phone
- Using Voicemail
 - via a PCS 505 and PCS 520
 - via the PCS 60
 - via the PCS 560 and PCS 570
- Understanding Companies
- Hot Desking
- PCS 60 Operator Console Mode
- Accreditation test

Call Us Now

This accreditation course is held at SpliceCom's training centre in Chorleywood. To book a place please call 01923 287700.