

Using Avaya IP Office with AXIS Diplomat

Course Content

The subject areas shown below are for guidance and are subject to change depending on the ability of the delegate and availability of time.

Introduction

Introduction to Telephony Terminology

Handsets

Making Calls
Receiving Calls
Placing Calls on Hold
Transferring Calls
Creating Shortcuts Using Buttons
Introduction to Star Codes

Phone Manager

The Phone Manager Screen
Making Calls from Phone Manager
Receiving Calls from Phone Manager
Placing Calls on Hold Using Phone Manager
Transferring Calls Using Phone Manager
Creating a Speed Dial
Changing Configuration Options
Setting Up Do Not Disturb (DND)
Diverting Calls

AXIS Diplomat Integration

The AXIS Diplomat Screen Popper
Using Customer Contact Details
Making Outbound Calls from AXIS Diplomat

Voicemail

Creating a Greeting
Setting Up Your Personal Auto Attendant
Receiving Voicemail Messages via Email

Hot-Desk/Home/Mobile Working

Login/Logout to Phone Manager In Agent Mode
Mobile Twinning
Using Phone Manager & AXIS Diplomat Remotely
Receiving Voicemail Messages via Mobile Phone
Internet Quality of Service Issues

Support

Getting Support from Axis First

How long does the course last?

The course content is designed to be delivered over 1 day.

Are there any prerequisites?

We recommend that delegates be proficient in the use of a PC in a Microsoft Windows 2000 or XP environment. Some basic usage of AXIS Diplomat customer records would be an advantage but is not essential. No prior knowledge of telephone systems is required.

Who is the target audience?

This course would ideally suit someone who is new to the Avaya products and will need to use the Avaya System to make and receive calls as part of their everyday tasks.

What will the course enable me to do?

Delegates will gain the skills necessary to operate an Avaya Handset as part of their everyday tasks.

At the end of the course, delegates should have a very good understanding of the features and functions available in the Phone Manager software.

They will be able to create speed dials, record personal greetings, divert calls when out of the office and know how to use in conjunction with AXIS Diplomat.

In addition, home workers, mobile workers and staff who hot-desk will understand how to login and take over other extension and retrieve their voicemail via their mobile phone or via their email.

Where is the course held?

Courses are held in our training facilities in Somerset (Bridgwater) and West Midlands (Bromsgrove).

Can I have onsite training?

Yes, we can supply you with a trainer who can deliver the course at your premises. We would only ask that the environment contains appropriate equipment and is quiet and distraction free.

What is included?

Training courses held at our training facilities include:

- Dedicated Computer Equipment
- Suitable Audio Visual Aids
- Refreshments & Lunch
- Own Training Manual To Keep

