



END-USER / SYSTEM ADMINISTRATION TRAINING

We ensure that your customers understand all the basic features and functions of their new telephone system. Training takes place on site at the customer's premises in a training environment customized to the specific applications purchased by that customer. Typical items covered in each session are noted below.

End-user Training Components:

- Using the features that have been assigned as fixed buttons by the administrator.
- Understanding fixed buttons: Conference, Transfer and Redial.
- Accessing features through codes
- Call center feature buttons
- Programming speed dials
- The Voice Mail System

System Administration Training Components:

- Resetting passwords and changing users' mailboxes
- Logging in and out of the system
- Adding groups (hunt and pickup)
- Changing restrictions on the phones
- Changing users' button assignments
- Backing up the voice mail system
- Adding new users to voice mail
- Modifying coverage
- Changing incoming and outgoing call routing
- Special applications



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