

CISCO ATTENDANT CONSOLE

COURSE DESCRIPTION

This course provides training on the Cisco Attendant Console features and functionality. It is designed for system support staff, telephone operators and other personnel responsible for answering and transferring incoming calls.

COURSE CONTENT

Upon successful completion, delegates will be able to:

Set up Call Manager for the Attendant Console

- Set-up of pilot points for access
- Set-up of hunt groups to ensure calls are answered
- Operator set-up
- Addition of new operators

Administrate the console set-up

- Operator login and logout
- Screen layout
- Keyboard set-up for quick access
- Speed dial set-up

Use the console

- Making calls
- Answering calls
- Holding and transferring calls
- Conferencing

Delegates will each receive a features and operation guide for reference

COURSE SPECIFICATIONS AND REQUIREMENTS

Duration:	1 day (2 sessions) 09.30 – 12.30 13.30 – 16.30	Training environment set up:
Location:	At client's site	<ul style="list-style-type: none"> ● Meeting/training room ● All delegates will require access to live phones and a computer with Internet Explorer ● Flip chart
Group size:	Up to two people per session	

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