

DNA Operator Workstation (OWS)

Description

DNA Operator Workstation (OWS) course is designed to deliver a high level of proficiency to the designated Operator. The course focuses on the features and facilities of the Desktop based OWS Switchboard.

Prerequisites

Users must be familiar with the Windows Applications system and must know how to use the following features:

- Be able to use a mouse
- Be able to open/close/minimise maximise/toggle windows and applications
- Be familiar with the menu bar
- Be able to switch between open applications using ALT-TAB
- Be able to use the on-line help facility.

Training Technique

- Verbal instruction
- Explanations while delegates operate individual computer terminals
- Discussion and questions and answers

Who Should Attend

This course has been designed for Company Telephonists and Receptionists and any staff who will be required to provide switchboard cover.

What will you learn

This course covers the following areas:

- Switchboard Features
- Console preparation
- Receiving calls
- Making calls
- Assistance calls
- Initiating diversions
- General facilities
- Using the directories

Duration

1 day



OWS Content

Basic Call Management

- Incoming calls
- Auto Answer
- Transferring a call
- Recalls
- Parking a call
- Auto Extend
- Internal calls
- Dialling Extensions
- Outgoing calls

Advanced Call Management

- Messages
- Intrusion
- By-pass a Diversion
- Diversion to Absence Information
- Follow-me
- Outbound Dialler
- Serial calls

Using OWS Directory Assistance

- Directory assistance screen
- Locating and identifying subscribers
- Viewing detailed subscriber records
- Viewing confidential subscriber records
- View alternative names
- View subscriber's photo

- Advanced call handling
- External Directory
- Custom search
- Same room search
- Same Department search
- Search Remote directory
- LADP search
- Activate on call

Customising OWS (Options)

- Function keys
- Screen Fonts
- Options
- Advance Call handling
- Internal Directory options

OWS Visitor Registration

OWS Supervision

- Starting OWS Supervision
- Logging on
- Main screen
- Setting Configuration Options

Reference

- Screen – Zones
- Alarms
- Start-up