



OneBox Message Manager for Outlook User

Description

This course is designed to enable Users to become familiar with the features their new OneBox system has to offer. It introduces and builds confidence and competence in using all the functions that the system integration with Outlook offers to provide simple, but effective management of their Voice, Email and Fax messaging services, enabling Users to get the best out of their new systems.

Prerequisites

An interest to gain the best from your OneBox system. Users should understand the following features on their Company's Telephone System:

- Diversion
- Diversion on No Reply
- Diversion on Busy
- Follow Me

Training Technique

This training consists of explanations, demonstrations and practical exercises to ensure each delegate is confident and proficient in using all the functions that their new system has to offer.

Who Should Attend

This course has been designed for all new users of the OneBox Message Manager for Outlook.

Course Content

- Features and Benefits
- The new Outlook Inbox
- Listening to Voice Messages
- Selecting your Playback/Record option
- Forwarding Messages
- Replying to a Message
- Adjusting Volume/Speed
- Viewing Faxes (RightFax Version only)
- Forwarding Faxes to other users
- Replying to a Fax
- Printing a Fax
- Recording and Sending New Voice Messages
- Creating and Sending New Faxes
- Message Retention/Saving Messages
- Future Delivery/Delivery Notification
- Managing your Inbox
- Live Reply
- Desktop Phone Manager
- Customising your Mailbox
- Changing your Greetings
- Changing your playback telephone
- Extension Specific Processing (ESP)
- Call Screening
- FaxUtil (overview)
- Setting up Message Notification

Duration

1 hr User Sessions or 2 ½ hr train the trainer

Max Delegates

10