



# OneBox Voicemail Basic System Administration

## Description

This course is specifically designed to familiarise delegates with the very basic programming principals of the OneBox system, enabling them to create/delete and customise mailboxes as required. This course is aimed at customers using a very basic voicemail system or for Help Desk staff requiring the basic knowledge of the system.

## Prerequisites

- Familiar with the Windows Application system
- Good skill in computer literacy
- An active role in Telecoms

Users should understand the following features on their Company's Telephone System: Diversion, Diversion on No Reply, Diversion on Busy and 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 is designed for personnel such as Help Desk Support staff, or for complete "Beginners", as a starting point in Voicemail Admin to carry out basic changes to Mailboxes to assist the main Telecoms personnel with OneBox System basics.

## Course Content

- Introduction
- User facilities including:
  - Features and Benefits
  - Company guidelines for Recording Greetings
  - Setting up your Mailbox
  - Accessing the system
  - Message Retention/Saving Messages
  - Listening to Messages
  - Accessing Fax Messages and Email Messages (UM)
  - Forwarding Messages to other Users' Mailboxes
  - Replying to a Message
  - Adjusting Volume/Speed Using Bookmarks
  - Accessing Sender Information
  - Recording and Sending Messages
  - Urgent/Future delivery/Delivery notification
  - Distribution Lists
  - Managing your Mailbox
  - Customising your Mailbox
  - Changing the Security Code
  - Changing the Greetings
  - Out of Office Greeting
  - Setting up Message Notification



## Course Content Continued

- Extension Specific Processing (ESP)
- Call screening
- Message Forwarding/Envelope Settings
- Exiting your Mailbox
- Mailbox Attributes
- Creating/Deleting/Editing Subscribers
- Alternative Answering Options
- Message Notification/Forwarding

## Duration

1 day

## Max Delegates

4

