



# OneBox Voicemail User Training

## 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 offers enabling Users to get the best out of their new system.

## 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

The course is designed for all new users of the OneBox system.

## Course Content

- 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 Version only)
- 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
- Extension Specific Processing (ESP)
- Call Screening
- Message Forwarding/Envelope Settings
- Exiting your Mailbox

## Duration

1 day hr User Sessions or 2 ½ hr train the trainer

## Max Delegates

15