

Change Management Practices for Telephony Adoption



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Course Description

A modern phone system must constantly evolve with your organization to remain effective. This course teaches you how to master that evolution, ensuring your communication platform operates flawlessly day-to-day. Through practical guidance and best-practice workflows, you will learn to manage the complete user lifecycle, adapt call flows to meet new demands, and implement robust call routing easily at any time. By the end of this course, you will be able to confidently maintain your phone system, turning daunting system changes into routine tasks that help keep your team and customers seamlessly connected.

Learning Tracks

Digital Transformation

Admin

Call Flows & Routing

UCaaS

Productivity

Troubleshooting



Why This Course Matters

- Minimize disruptions by keeping routing, prompts and schedules accurate as your organization evolves.
- Reduce support tickets and rework with clear change procedures, approvals and audit trails.
- Protect compliance and safety with timely updates to emergency location data and access permissions.

Who Should Attend

Register Now



IT
administrators



Admins & office
managers

COURSE SYLLABUS

Course Overview

Admin-focused best practices for operations and maintaining your unified communications phone system.

Syllabus

1. Admin Foundations
2. User Lifecycle Management
3. Call Flow Maintenance
4. Schedules & Holiday Routing
5. Monitoring & Quality Triage
6. Safety & Compliance Upkeep
7. Vendor Coordination & Ticketing
8. Business Continuity for Telephony

What You'll Learn

- 1 User management (onboard / offboard)
- 2 Call flow management
- 3 Custom routing & emergency
- 4 Best practices & user compliance
- 5 Communicating with the service provider

Register Now



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