

Dialpad: Desktop, Mobile, & Desk Phone Mastery



✉ hello@output.training
☎ (844) 3OUTPUT

Course Description

This course equips everyday users to confidently use Dialpad on desktop, mobile, and desk phones. Participants learn how to place, receive, transfer, and manage calls, access and personalize voicemail, send digital faxes, schedule or join video meetings, and configure important - but often ignored - user settings; noting key nuances across Connect, Support, and Sell license types. The overall objective of the course is to boost employee productivity and efficiency by allowing them to fully utilize the capabilities of the Dialpad unified communications system.

Learning Tracks

Digital Transformation

UCaaS

Messaging

Collaboration

Productivity

Remote Work



Why This Course Matters

- Boost productivity by unifying voice, messaging, and meetings across devices with reliable in-call controls and clean transfers.
- Improves response times and call handling quality for customers and coworkers.
- Reduces escalations by teaching self-serve fixes and explaining important user settings.

Who Should Attend

Register Now



All Staff that
use Dialpad

COURSE SYLLABUS

Course Overview

Proficiency for handling calls, voicemail, messages, and meetings across desktop, mobile, and desk phones on the Dialpad system.

Syllabus

1. Getting Started: Dialpad Apps & Sign-in
2. Making & Receiving Calls (Softphone apps)
3. Transfers & In-Call Options
4. Dialpad's Built-in AI Features
5. Inbox Management & Voicemails
6. Traditional Desk Phone Devices
7. Web Portal User Settings
8. Audio & Devices
9. Video Meetings

What You'll Learn

- 1 Dialpad basics & inclusive AI features
- 2 Call transferring
- 3 Inbox management
- 4 User settings management
- 5 Key feature differences for user license types

Register Now



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