Dialpad:
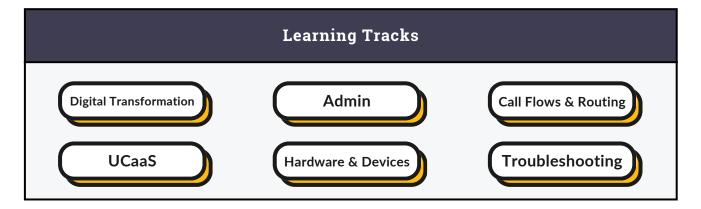# Web Portal Management as a Company Admin

OUTPUT WORKSHOP

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Course Description

This course equips system administrators with the knowledge to comfortably configure and run Dialpad using the web portal with the company or office admin roles. Participants will learn to understand the core system management features and best practices to keep up with day-to-day administrative tasks like user management and call flow adjustments . The emphasis is on safe, scalable admin practices that keep your Dialpad phone system up to date with the company's evolving needs.

Learning Tracks

- Digital Transformation
- Admin
- Call Flows & Routing
- UCaaS
- Hardware & Devices
- Troubleshooting

Why This Course Matters

- Properly setting company hours, call handling, and queues prevents missed calls and ensures consistent caller experiences.

- A well maintained communication system increases staff productivity and customer satisfaction and reduces unnecessary risks or shortfalls due to incorrect system configurations.

- A solid user, device, and number management foundation reduces escalations and the need for extended support from Dialpad or third-party vendors.

Register Now

Who Should Attend

Company admins on the phone system

IT administrators

COURSE SYLLABUS

Course Overview

Day-to-day administration and configurations of Dialpad across offices, departments, and users for company and office admins

What You'll Learn

1. Web portal overview as the company admin

2. Users management & permissions

3. Dialpad account hierarchy & license types

4. Call handling strategy

5. Device config & phone number routing

Syllabus

1. Web Portal Tour

2. Users Management

3. Office & Company Settings

4. Departments Management

5. Phone Numbers & Assignments

6. Desk Phone Management

7. Other Features Available

8. Dialpad Support & Troubleshooting

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