

Mastering Modern Communications



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Course Description

Your unified communications platform offers far more than just a dial tone. This course teaches you how to unlock its full suite of tools to work more efficiently and collaborate more effectively. Through practical, scenario-based exercises, you will learn to master advanced call handling, run seamless online meetings, integrate messaging and SMS into your workflow, and manage voicemail and faxes from any device. Turn powerful communication features into everyday habits, streamlining your personal productivity and providing a more responsive experience for colleagues and customers.

Learning Tracks

Digital Transformation

UCaaS

Messaging

Collaboration

Productivity

Remote Work



Why This Course Matters

- Expands user knowledge of communication tools that may be available, allowing you to become a power user - which can have a cascading effect to other staff with knowledge sharing.
- Boost productivity by reducing call-handling time, speeding callbacks, and simplifying your internal and customer communications.
- Unifies work communication platforms across available devices so you can comfortably work from office or remote locations.

Who Should Attend

Register Now



All Staff that use
a phone system



IT
administrators



Department
managers

COURSE SYLLABUS

Course Overview

Power-user skills for voice, meetings, text, internal messaging, mobile & eFax.

What You'll Learn

- 1 Voice essentials & key phone features
- 2 Messaging, SMS, & eFax
- 3 Video & audio meetings
- 4 Mobile / remote work skills
- 5 Integrations & productivity boosters

Syllabus

1. Getting Set Up: Desk Phones & Softphone Apps
2. Voice Calling Essentials
3. Advanced Call Handling & Voicemail
4. Presence, Status & Call Forwarding
5. Messaging & SMS
6. Video Meetings
7. eFaxing
8. Working On The Go
9. Integrations & Productivity Boosters
10. Self-Help & Troubleshooting

Register Now



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