

# TELUS Business Connect: Desktop, Mobile, & Desk Phone Mastery



✉ [hello@output.training](mailto:hello@output.training)

☎ (844) 3OUTPUT

## Course Description

This course equips everyday users to confidently use TELUS Business Connect 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 such as call handling rules, working hours, and forwarding. The overall objective of the course is to boost employee productivity and efficiency by allowing them to fully utilize the capabilities of the TELUS Business Connect unified communications system.

### Learning Tracks

Digital Transformation

UCaaS

Messaging

Collaboration

Productivity

Remote Work



## Why This Course Matters

- Improves response times and call handling quality for customers and coworkers.
- Reduces escalations by teaching self-serve fixes and explaining important user settings.
- Increases productivity by enforcing proper user extension configuration like presence keys, work schedules, and voicemail features.

## Who Should Attend

Register Now



All Staff that use  
a phone system

# COURSE SYLLABUS

## Course Overview

Proficiency for handling calls, voicemail, fax, messages, and meetings across desktop, mobile, and desk phones on the TELUS Business Connect system.

## Syllabus

1. Traditional Desk Phone Devices
2. Apps and Sign-in
3. Making and Receiving Calls (Softphone apps)
4. Transfers, 3-Way Calls, and Conferencing
5. Voicemail Access & Personalization
6. Digital Faxing
7. Heads-Up Display (HUD) and Presence
8. Call Handling Rules & Working Hours
9. Audio & Devices
10. Video Meetings

## What You'll Learn

- 1 Calling basics across all 3 TELUS Business Connect platforms
- 2 Advanced call handling features & best practices
- 3 HUD & presence settings
- 4 Video & audio meetings
- 5 Integrations & productivity boosters

**Register Now**



Check out our other courses at:

<https://Output.Training>