

ProTalk IP PBX Training Day Outline

Training Contents

Morning:

- Product Overview (unpacking *your own* ProTalk system).
- Pre-requisites and basic network layout.
- Powering on PBX, basic network setup.
- ISDN Card Configuration.
- Basic Settings.
- Numbering Plans.
- Extensions
 - Overview of Snom phones.
 - Connecting and configuring.
 - Pickup groups.
- Managing calls with Call Flows.
- Ring groups.
- Creating and using the Digital Receptionist feature.
- Creating and using queues
 - Dynamic Agents.
- Incoming call settings.

Afternoon

- Introduction to Trunks and Call Routing.
- DID Routes.
- Other features.

- VoIP Service Providers.
- Leasing Package.

- Sales techniques and points to consider.
- Introduction to ProVu Support Services – the two levels:
 - *Software* - Updates and bug fixes.
 - *Technical* – Comprehensive product support with access to a member of the ProVu Technical Support Team.

- The ProVu Warranty and Guarantee.

- Further training.