BT

Unlock the power of BT Cloud Work

Get the most from
your phone system
with our interactive
video-based learning

Get everyone on board

Getting to grips with our Cloud Work training options is simple. With our wide range of courses, your people can be comfortable and confident enough to explore all the key features, as the need arises, throughout your contract term.

Here are just some of the reasons to learn with us:

- Use the full power of Cloud Work from day one, so you can work more effectively.
- Access in-depth, evergreen content that's tailored to what you need.

24/7 access to evergreen learning content:

- Watch interactive video-based content to show you how to use all the features of your phone system.
- Available online and on-demand, so you can fit training around your schedule.
- Unlimited access allows your users to engage with content when they need it, rather than trying to remember it all from day one.
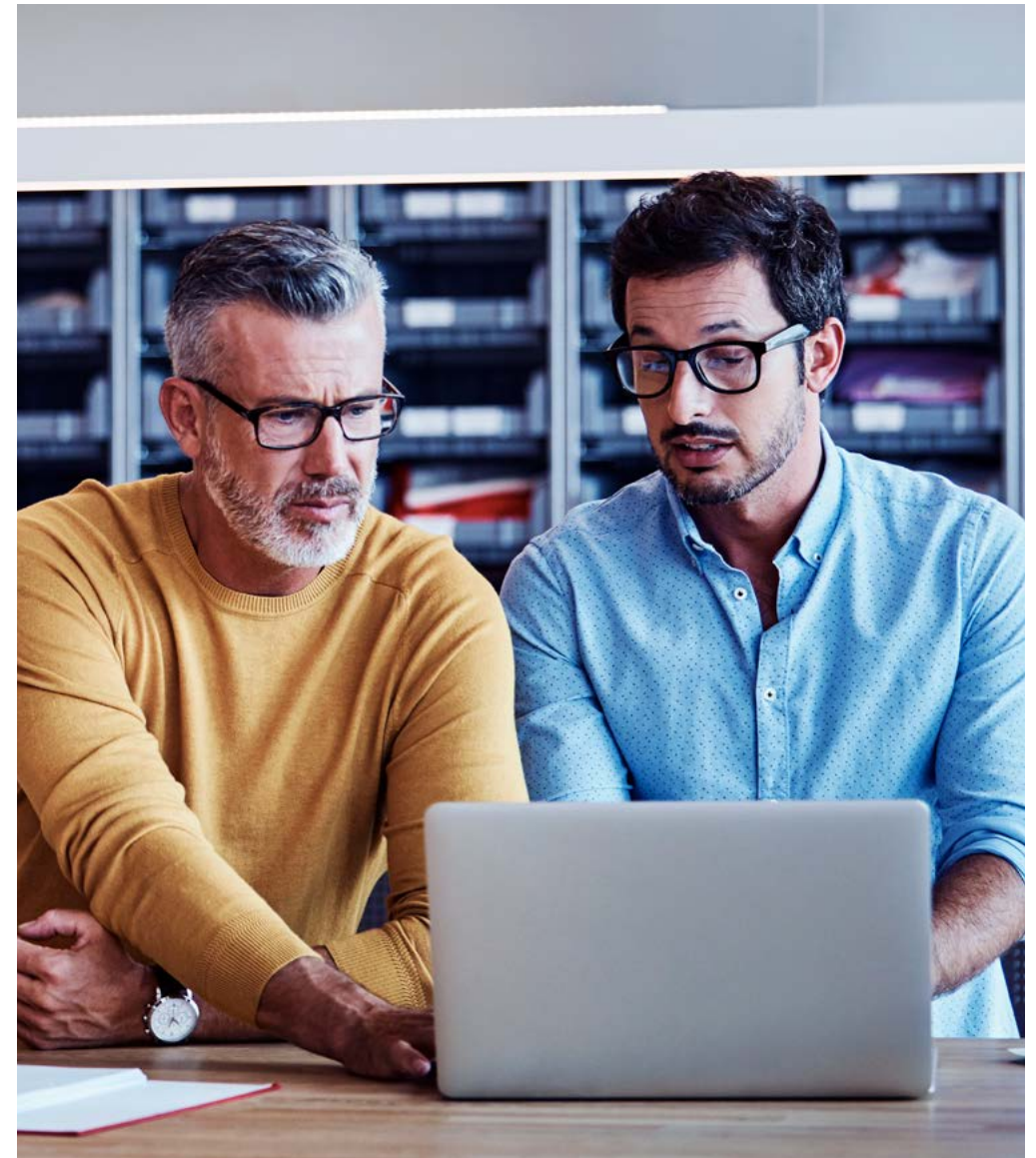
What courses do we offer?

From step-by-step tutorials on Cloud Work's features and functionality, to broader soft skills and business skills training, our comprehensive range of courses has something for everyone.

You can assign content to different users based on what they need help with and monitor their progress on the courses and devices they're working on. With 24/7 access to eLearning content, they can learn at the time and place that suits them best. It's totally flexible, making sure training's available whenever it's needed.

BT Cloud Work admin training:

- **An introduction to Cloud Work** – an overview of the administration portal, helping you set up and configure the features that'll bring the most benefits to your business.

- **Cloud Work express setup** – helping you get users set up with their features quickly so you can get the most from your Cloud Work solution from day one.

- **Cloud Work telephony administration** – the portals and interfaces you'll use to set up, configure and manage your solution.

- **Cloud Work auto receptionist administration** – how to control and manage your incoming calls with the auto receptionist feature.

- **Cloud Work group administration** – how to use the groups available within Cloud Work to help you route and manage your business calls.

- **Cloud Work call queuing administration** – the options and features available with the queue management feature.

- **Cloud Work analytics portal** – how to use views and reports to monitor the performance of your Cloud Work platform and see where improvements can be made.

**BT Cloud Work
device-based training:**
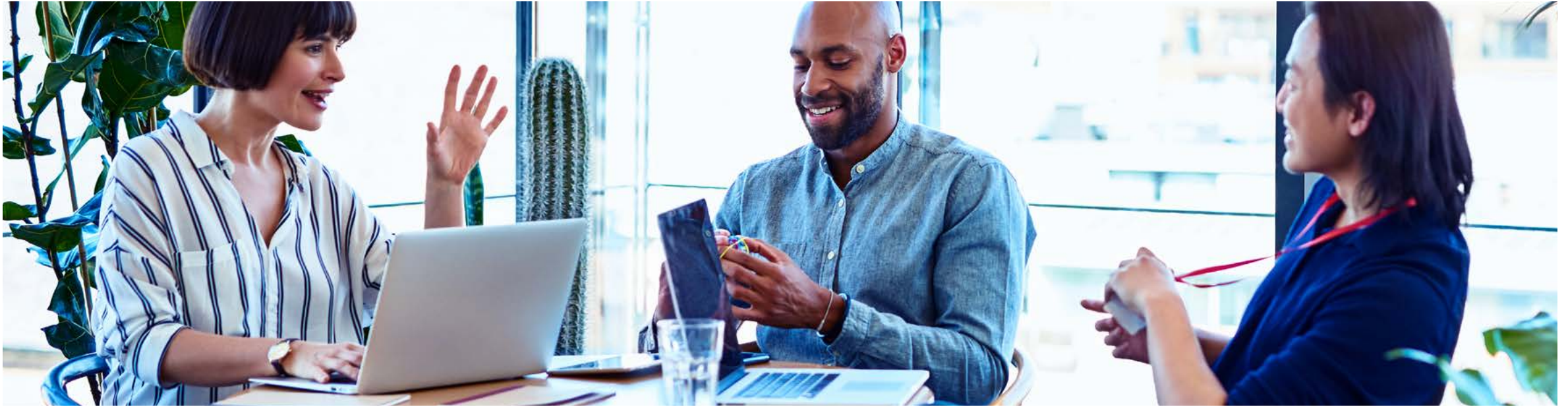
Devices

Yealink and Poly.

Supported UC applications

Cloud Work phone –
desktop and mobile.

Functionality

Introduction, making calls,
transferring calls, answering,
and holding calls, call forwarding,
and conference calls.

Soft skills - the personal skills that'll help you be more effective at work:

- **Communication skills** – discover how the way you communicate affects others.
- **Conducting impactful sales presentations** – learn how to turn winning proposals into compelling sales presentations.
- **Customer service skills** – explore your responsibilities within a customer service role, whether you're a team member or team leader.

- **Health and wellbeing** – find out how to build resilience to cope with the demands of work and life.
- **Leading change** – learn how to manage and cope with change, for yourself and others.
- **Management and leadership essentials** – find out how to lead others to achieve their best.
- **Managing performance** – learn how to get the best out of individuals and teams.

- **Sales effectiveness** – understand the processes behind making a successful sale.
- **Telephone skills** – discover the best ways to connect, engage, listen and be heard on the phone.
- **Time management** – find out how planning and delegating can help you make the most effective use of your time.

Business skills - best practice for improving your performance at work:

- **Continuous improvement** – learn how the different approaches to continuous improvement can refine your business processes and practices.

- **Effective remote working** – find out how to plan your time to stay productive while supporting colleagues and family members.

- **Equality and diversity** – understand what it means and the steps needed to create an inclusive working environment.

- **Excel essentials** – your step-by-step guide to the features and functionality of Microsoft Excel.

- **Finance for non-finance** – build knowledge and competence in the financial essentials.

- **Fire safety** – understand your responsibilities and what to do in the event of a fire.

- **Health and safety** – explore your responsibilities and improve your health and safety performance.

- **HR essentials** – learn about the most common HR approaches and how they affect you in your workplace.

- **Leading virtual teams** – develop the skills you need to manage and motivate your team when you don't share a workspace.

- **Project management fundamentals** – discover the principles and practices involved in running a project.

- **Returning to the workplace** – prepare for your return to a face-to-face working environment.

- **Supporting your team back to the workplace** – understand the considerations as people return to a face-to-face working environment.

- **Transitioning to the new normal** – develop the mindset you need to succeed in the workplace of the future.

- **Understanding GDPR** – an introduction to GDPR and how to apply its key principles to your workplace.

Our training packages

To help you get the most out of your BT Cloud Work phone system, we've got a choice of four training packages (capped at 25 users).

Bronze

The Bronze package offers a free sample with the option to upgrade to full access. It gives you:

- Access for one user to view two on-boarding modules only.

Silver

The Silver package gives you:

- Access for everyone to all the features and functionality training modules.
- The full suite of administration, user and device-based courses.

Gold

The Gold package gives you:

- Everything included in Silver.
- Plus the Soft Skills training, with courses including communication skills, time management and leadership.

Platinum

The Platinum package gives you:

- Everything included in Gold.
- Plus the Business Skills training, with courses including effective remote working and continuous improvement.

How to get in touch

Find out more at **bt.com/cloud-work**