BT

Get the most from Cloud Voice

Make more of your phone system with our tailor-made training programme

Power up your team

Getting to grips with a new system can be daunting. But with our BT Cloud Voice training packages, it doesn't have to be. Our courses can help your team feel more at home with their new setup. So your business can get stuck into the best features, right from the off.

There are lots of reasons to learn with us:

- use the full power of Cloud Voice from day one, so you can work more effectively
- customise a training programme for your team, whether they're new starters or seasoned professionals
- help staff working from home with online training
- master new features as we update Cloud Voice
- learn skills as your business grows.

Skills training that suits you

24/7 access to self-study
Our training platform has 50 video tutorials to show you how to use every feature of the phone system. It's available online all the time, so you can fit training around your schedule. And access is unlimited, so you can watch the videos as many times as you need.

Join a webcast
We regularly host live webcasts, where online instructors guide classes through how to use Cloud Voice. Simply book one that's scheduled for a time that suits you. As many people as you like can join a webcast.

One-on-one sessions
Can't find out how to do something in our video guides or webcasts? You can book a 20-minute slot with a trainer. You can tell them what you're trying to achieve and they'll show you how to do it.

What courses do we offer?

From administrator tools to user options,
here's how our webcasts can help you

Quick Start
Get an overview of the Cloud Voice platform and learn how to use its features.

Site and User Admin
Learn how to set up sites and assign devices to specific people on your team.

Auto Attendant and Call Groups Admin
Understand how and why you should set up your Auto Attendant and Call Groups.

Call Centre Admin
Find out how to configure your system as a call centre.

Call Analytics
Learn how to use our Call Analytics package, so you can make smarter decisions. This guide takes you through all the functions in the Insight, Report and Report Premier options.

Core Site Features and Voice Portal Admin
Get to know the core site management features, and how you can personalise them to suit your business.

Voice Applications Admin
Learn about apps like Communicator, which will make all your devices work together. We'll show you how to set them up on your computers and smartphones.

Mobility User Admin
Discover how to set up hot-desking, how to work with a remote office, and more.

Default User Features
Show your people how much easier life will be with Cloud Voice, and how they can use its powerful features.

Advanced User Features
Help your team take things further with Cloud Voice's more sophisticated services.

Call Handling and Phone Use
Get to grips with essentials like answering and transferring calls, so your team will always be ready when the phones start to ring.

Call Recording
Learn how to record, tag and organise calls, so you can use the data to improve what you do.

Using Applications
Help your team to master our Cloud Voice apps, including Communicator and the Receptionist Console.

Let us bring the training to you

Our on-site trainers can customise classes to your business needs

For that personal touch, our on-site trainers can come to your office. We'll work with you to find the best time and build a bespoke lesson plan. So you can:

- train your whole team in one place, at one time

- offer a more personal experience

- combine on-site training with our other training options for a well-rounded learning experience. Ideal for new employees and refresh training

- get a handy manual at the end of the session, perfect to flick through if you forget something in the future.

What courses do we offer on-site?

Telephony Administration
A trainer will take you through Cloud Voice's online features, so you can make the system work best for your business. You'll learn how to use powerful features like Call Groups, right in your office.

Using the System
Make sure everyone in your team is up to speed with the fantastic features of Cloud Voice. Learn everything, from basic call handling to joining conference calls, without having to leave the building.
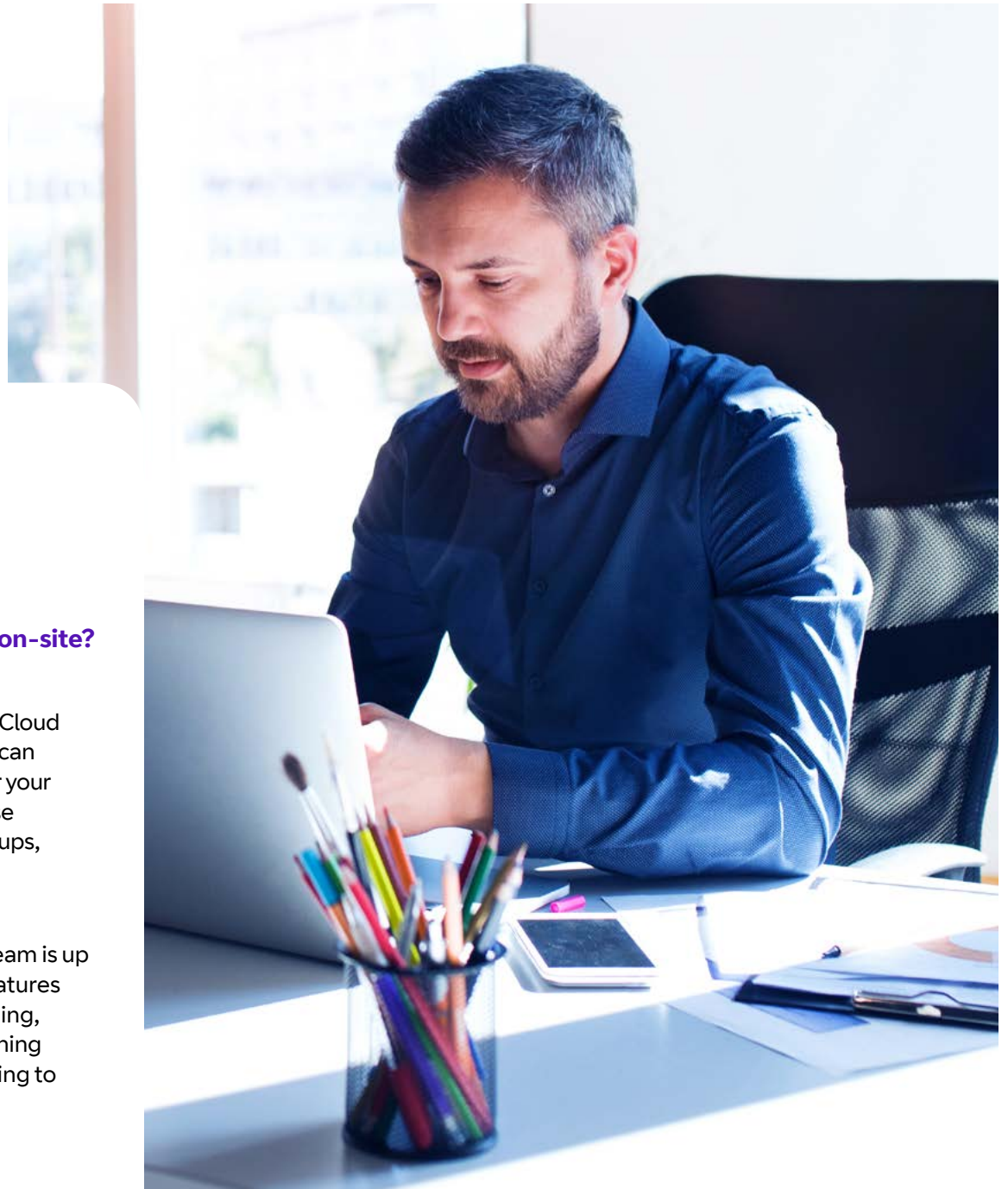
How to get in touch

Find out more at
bt.com/business/cloudvoice

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