

Webex Calling Attendant Console

Course title	Overview of Webex Calling Attendant Console
Duration	90 minutes (Including Q&A)
Number of attendees	Up to 6 people per session
Course type	End user (Operators/Attendants)- scheduled interactive training.
Course code	UA-WC-003
Remote training requirements	<ul style="list-style-type: none">• Sessions will be hosted using MS Teams or Cisco Webex Meetings.• Attendees must have access to a PC/ Laptop that can access MS Teams or Cisco Webex Meetings.

Training description

This training is designed to understand how to effectively use the Webex Attendant Console software.

Training synopsis

- 1) Getting Started
 - Signing in.
 - Call Window Settings.
 - Setting preferred calling device.
 - Overview of the Interface.
- 2) Managing calls
 - Making calls.
 - Answering calls.
 - Placing a call on hold.
 - Transferring a call (Attended/ Blind).
- 3) Managing Contacts
 - Conference calls.
 - Access call history
 - View current calls
 - Park a Call
 - Monitor calls in queue.
 - Contacts Overview.
 - Search in the colleague's directory.
 - Search the favourites directory.
 - Manage the personal directory.