

Zoom Phone

Course title	Overview of Zoom Phone Administrator
Duration	180 minutes
Number of attendees	Up to 6 people per session
Course type	Administrator - Scheduled Interactive training
Course code	UA-ZP-003
Remote training requirements	<ul style="list-style-type: none">• Sessions will be hosted using Microsoft Teams.• Attendees must have access to a PC/ Laptop that can access Microsoft Teams.

Training description

This course is intended for administrators responsible for managing Zoom Phone within their organisations. The learning will cover below listed objectives to enable system admin:

Training synopsis

- 1) Introduction to Admin Functions
 - Overview of admin roles and Responsibilities.
 - Introduction to the Zoom Admin Portal.
- 2) User and Licence Management
 - Adding and managing users.
 - Assigning and managing licences.
- 3) System Configuration
 - Setting up phone numbers and extensions.
 - Configuring call routing and handling rules.
- 4) Advanced Features for Admins
 - Setting up auto attendants and IVRs.
 - Configuring call queues and hunt groups.
 - Call delegation and share line groups.
- 5) Monitoring and Reporting
 - Setting up auto attendants and IVRs.
 - Configuring call queues and hunt groups.