

Zoom Phone

Course title	Overview of Zoom Phone - User Advanced
Duration	120 minutes
Number of attendees	Up to 6 people per session
Course type	End User - Scheduled Interactive training
Course code	UA-ZP-002
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 designed for users who need to leverage more advanced features of Zoom Phone for enhanced productivity, especially those who handle a high volume of calls or use features like call queues.

Training synopsis

- 1) Getting Started
 - Overview of Zoom Phone.
 - Setting up your Zoom Phone account.
 - Navigating the Zoom Phone interface.
- 2) Making and Receiving Calls
 - Placing calls.
 - Answering calls.
 - Call notifications.
- 3) Voicemail and Call History
 - Setting up voicemail.
 - Checking voicemail.
 - Reviewing call history.
 - Using call park and pickup.
 - Understanding and utilising call queues.
- 4) Call Management
 - Putting calls on hold.
 - Transferring calls.
- 5) Merging calls.
- 5) Using Zoom Phone Mobile App
 - Installing the app.
 - Making calls on the mobile app.
 - Managing settings on the mobile app.
- 6) Advanced Call Management
 - Call forwarding and delegation.
 - Advanced call transfer technique.
- 7) Customising Settings
 - Setting up personalised greetings.
 - Configuring advanced voicemail options.
 - Customising call handling rules.
- 8) Integration with Other Zoom Services
 - Integrating Zoom Phone with Zoom Meetings
 - Using Zoom Chat with Zoom Phone

- Syncing contacts and calendars
- 9) Managing Contacts and Groups
- Adding and managing contacts.
 - Creating and managing call groups.