Zoom Phone

Course title	Overview of Zoom Phone - User Essentials
Duration	60 minutes
Number of attendees	Up to 12 people per session
Course type	End User - Scheduled Interactive training
Course code	UA-ZP-001
Remote training requirements	• 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 new users of Zoom Phone. It covers the essential features and functionalities, helping participants become proficient in using Zoom Phone for their daily communication needs.

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.
4) Call Management
   - Putting calls on hold.
   - Transferring calls.
   - Merging calls.
5) Using Zoom Phone Mobile App
   - Installing the app.
   - Making calls on the mobile app.
   - Managing settings on the mobile app.

Training delivered in partnership with taleka