Get the most from Cloud Voice

Make more of your new phone system with
our training options

Power up your team

Getting to grips with a new system can be daunting. But with our 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.

They're flexible, too. With a choice of live webcasts and our training portal, your people can get what they need when it suits them. Or, if you want to work with an expert in person, we can send a trainer to you.

There are lots of reasons to learn with us:
- use the full power of Cloud Voice, starting on day one
- create a customised training program for your team
- use the Training Portal when you need it
- help staff working from home with online training.

Training Portal

Let your team choose a training program that suits them with our exclusive website.

Self-fulfilment
- Get unlimited access to the online Training Portal. It gives you the information you need, when you need it.

- Use our training videos to learn about the features of your phone system. Plus, you'll have access to over 50 video tutorials, so your team can master the features they'll use every day.

Webcast Training

From single sessions to unlimited lessons, we've got the options you need to master your new system.

Single Webcast
- Choose a single course to focus on what you want to learn.
- Ideal for training in a specific area.

Webcast Passport
- Get three webcasts, but only pay for two.
- It's perfect if you know which courses will suit your team.

Webcast MAX Passport (one year, plus Training Portal access)
- Choose between self-fulfilment and live, scheduled webcasts, that your people can take when it suits them – or a combination of the two.
- Help your team to learn with unlimited access to scheduled webcasts for a year.
- The Training Portal lets you book the live courses you'd like to take.

Webcast MAX Passport (three or five years, plus Training Portal access)
- Learn the new skills you need as your business grows.
- Outstanding value, and flexible enough to fit in around your team's needs.
- Let your team book onto the courses they want, when they want.
- The information you need is always at your fingertips.
- There's no rush – teach your team when and where they need it.

Cloud Voice Webcast courses

We'll talk you through the webcasts we have scheduled and recommend ones we think will suit your team. A live trainer hosts each one, so you can ask questions and get instant answers as you learn. Want more information? With the MAX Passport you have access to the Training Portal, with all the course content for future reference.

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

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

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

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

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. Ideal for administrators.

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. Ideal for administrators.

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

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

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

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. Ideal for administrators and users.

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

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

On Site Training

Get personalised learning in your office with our on site trainers.

If you want a more personalised lesson, our on site trainers can tailor the course to your business. We'll work with you to choose the best time. Plus, you'll get a handy training manual – perfect if you forget something down the line.

Single On Site course
- Train your whole team in one place, at one time.
- Make it more personal with a face-to-face lesson with a trainer in your office.

On Site Passport
- Add three webcast courses on top of your on site course.
- Your team can use webcasts to refresh what they've already learned. Or train in something new.

Cloud Voice On Site courses

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. Ideal for administrators.

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. Ideal for administrators and users.

Find out more at bt.com/business/cloudvoice