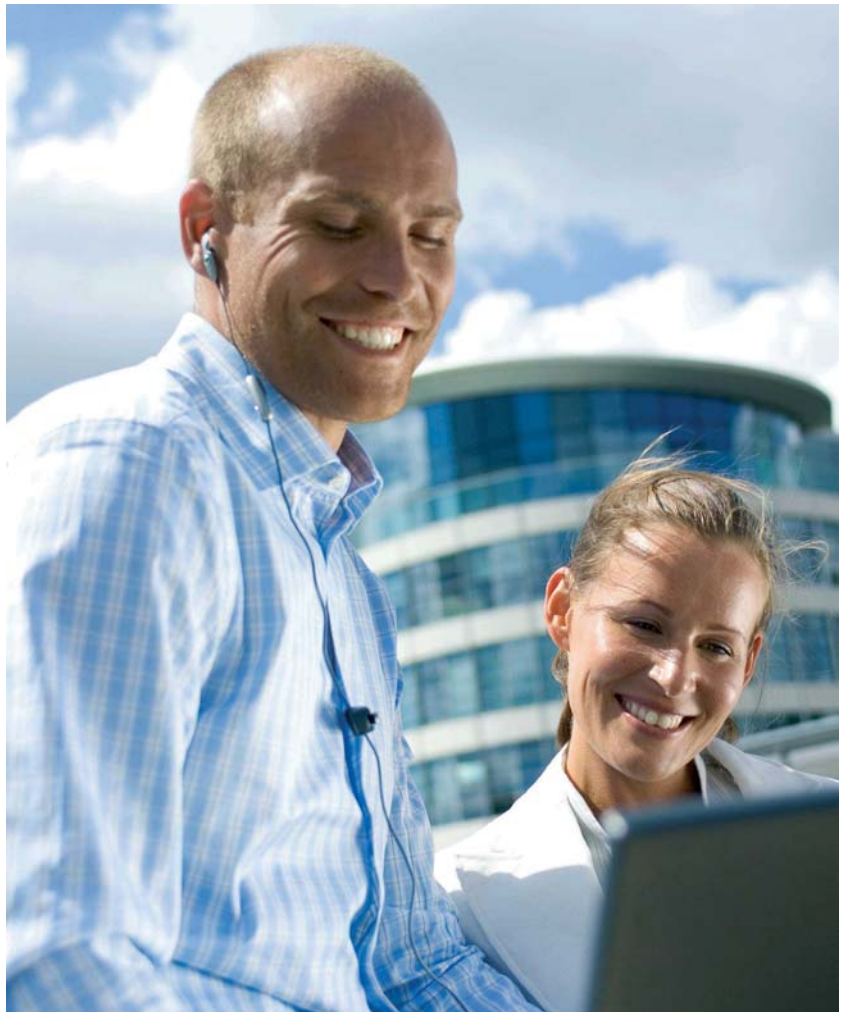


BusinessPhone 8.0 Core 2 I&M Course

Course Description

1551 - LZU 102 1431



BusinessPhone 8.0 Core 2

Overview

BusinessPhone 8.0 Core 2 training is an instructor led training for technicians, who will install and configure integrated applications in BusinessPhone 8.0.

Target audience

The target audience of this Core 2 is mainly service technicians whose job is the installation and configuration of integrated application as well as basic maintenance. The training is also intended where deep technical understanding is required (e.g. pre sales personal).

The Core 2 course is the 2nd week of the basic training and therefore mandatory for all further BusinessPhone 8.0 courses.

Prerequisites

Basic telecommunication know-how
good PC and Windows x knowledge
basic VoIP & LAN knowledge
good English knowledge
successful participation of LZU 102 1430 (BusinessPhone 8.0 Core 1)

Main Objectives

After the course each participant should know how to:

- install the BusinessPhone 8.0 integrated applications
- set the BusinessPhone 8.0 integrated applications into operation
- use the BusinessPhone 8.0 integrated applications
- program the BusinessPhone 8.0 integrated applications
- find basic faults

Contents

- Voice features
- ACD (automatic call distribution)
- Hotel application suite
- Cordless & Mobile Extension
- IP client (including Direct Media Routing)
- Unified Messaging
- IAS (integrated application server)
- Fault finding

Learning Situation

The training is instructor led and provides as much theoretical knowledge as necessary. The main part of the training consists of practical hands-on exercises by the students.

This practical experience provides the students with the knowledge to find faults in an appropriate time.

Duration

5 days

Add-on Courses

LZU 102 1432 (BusinessPhone 8.0 Core 3)
LZU 102 1433 (BusinessPhone 8.0 Networking)
LZU 102 1140 (BusinessPhone Least Cost Routing)

LZU 102 1435 (BusinessPhone CT + Backstage 8.0)
LZU 103 1128 (BusinessPhone CT + Operator Suite 5.0)
LZU 103 1138 (Call Center Supervisor 4.0)
LZU 103 1139 (Call Center Assistant V3.0)