Lightpath

Introduction:
System Admin 120 minutes
Trainer introduction
Additional Resources (Where to find Training Materials)
How to report issues after go-live

Comm-Portal (End user ability)
Message Retention
 911 Location
 Placing Calls
Contacts
Voicemail Setting
Call Forwarding Rules
Phone Template (Adding Lines, Features, and Speed dials)
Resetting Passwords/ Pin

System Administrator Portal:
Determine single or Multiple site administrator access
Creating Departments
Individual user
- Reset portal password & VM Pin
- Caller ID-internal, external, Voicemail
- Resetting phone
- Swapping phones
- Profile change (adding system administrator)

Phone Button changes
- Shared lines
- Monitored extensions
- Speed dials
- Feature buttons

System Hunt Groups
- Request for new
- Modify
- Routing Strategies
- Adding agents
- Removing agents

System Speed dials
System Number availability
System Call History
Music on Hold (system & individual)

Auto Attendant
- Greeting Access
- Internal Access
- External Access
- Portal upload (file size)

Schedule
Time of day Routing
Number blocking- Wild Card
Menu-Key transfers 0-9, *, #
Error Handling changes reroutes
Check user extension name recordings
Admin record name greeting

Closing:
Review day one procedures & where to find training materials
Q &A