



Configuring the NuPoint Call Director

Workshop

Format: Workshop Recording

Audience: Technicians, Database Designers, and End Users

Duration: 1 hr

Overview

The intended audience will be anyone that requires a basic understanding of the design, programming, implementation or troubleshooting of Call flows created with the NuPoint Call Director. This could include but not be limited to Database Designers, Installation and Repair Technicians and could even include End Users.

Prerequisites

None. However, a basic understanding of NuPoint fundamentals would be beneficial.

Topics

Topics include:

- Tips
- License Levels
- System Access
- Templates
- User Types
- Actions
 - Override
 - Schedule
 - Caller ID
 - Internal/External Filter
 - Alias
 - Menu
 - Dial By Name
 - Message
 - Voicemail
 - Message Center
 - Daily Greeting
 - Blind transfer
 - Supervised Transfer.
 - Screened Transfer
 - Alternate Transfer

Additional Recommended Training

None

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