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| --- | --- | --- | --- | --- | --- |
| Please fill in this document with detailed information about your request and send it back by e-mail to training@escaux.com.  By sending this document, you certify that the prerequisites will be fulfilled at least 2 days in advance. In case the trainer goes on site and the prerequisites are not met, the training will be charged. The trainer won’t be allowed to make any structural change to make the system work. Additionally, in case the training is cancelled with only 2 days notice, , Escaux has the right to invoice the training. | | | | | |
| **General Information** | | | | | |
| PO number |  | | | | |
| Training Requested | |  |  |  | | --- | --- | --- | | **Type** | **#** | **Max Nr participants** | | Basic Administrator (1/2 day) |  | 4 people | | Train the trainer (1/2 day) |  | 8 people | | net.console(1/2 day) |  | 4 people | | | | | |
| Number of participants per training |  | | | | |
| Customer Name |  | | | | |
| Customer Address (training address) |  | | | | |
| Parking place reserved (yes/no) |  | | | | |
| Customer contact name |  | | | | |
| e-mail | |  | | phone |  |
| Partner Project Manager | | |  | | |
| e-mail | |  | | phone |  |
| Partner Implementation Manager | | |  | | |
| e-mail | |  | | phone |  |

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| --- |
| Propose below some dates for the training requested |
| ***Warning :*** *The Training must be planned at least 3 weeks in advance* |

Notes :

* Don’t forget to specify the needs in the next page. If not mentioned, the training will cover only default topics and a session of questions and answers will be organised at the end.
* Make sure the prerequisites described below are fulfilled.

**Basic Admin training needs.**

Fill in the table below to specify the topics to cover, considering that the trainer will be present for 4 hours

|  |  |  |  |
| --- | --- | --- | --- |
| Content | Requested  (D = default) | Estimated  Duration | Learn how to... |
| SMP Introduction | Yes-No (D) | 90 min | - add/remove/change users/phones/extensions  - change profile parameters  - incoming and outgoing number mapping |
| Template Fusion | Yes-No (D) | 90 min | Learn about the specific Fusion Profiles and their parameters (max 5 participants in this training) |
| Basic Reporting | Yes-No | 20min | Lets us know what you want to see in the reporting. What is imported for your company. |
| Advanced Reporting | Yes-No | 45min | Lets us know what you want to see in the reporting. What is imported for your company. |
| Sop Shell | Yes-No | 40min | Learn how to take traces and do a first debug |
| Application | | | |
| net.Console | Yes-No | 20 min | configure a new net.Console application |
| net.Desktop | Yes-No | 10 min | configure a new net.Desktop application |
| net.Buzz | Yes-No | 10 min | configure a new net.Buzz phone |
| Escaux Connect | Yes-No | 10 min | configure a new Escaux Connect application |
| Pum | Yes-No | 15 min | use Personal User Mobility |
| Queue | Yes-No | 15 min | configure a queue |
| FAX | Yes-No | 15 min | configure a FAX |

**“Train the trainer” training needs.**

|  |  |  |  |
| --- | --- | --- | --- |
| Content | Requested  (D = default) | Estimated Duration | Learn how to... |
| End-user features | Yes-No (D) | 90 min | Learn about end-user features (change status, profile parameters, voicemail configuration,...) |
| Phone Usage | Yes-No (D) | 30 min | Phones functionalities:  Type of phone : |
| net.Desktop | Yes-No | 20min | use net.Desktop |
| Escaux Connect | Yes-No | 45min | use Escaux Connect |
| Net.supervisor | Yes-No | 20min | use net.Supervisor |

**Basic Administrator training**

* Target Audience
  + This targeted at those who will manage the PBX system. The participants are required to have experience in IT application administration.
  + Maximum 4 people
* Goal
  + This training gives an overview of how to use Service Management Platform for day-to-day tasks. It briefly introduces the participants to the world of modern IP-based communications, then switches to the practical usage. The participants will also learn how to install new UCS applications on the PC (if applicable). After the training, the participants will be able to add new users, to change users profiles, and to modify parameters. They will be able to use the Service Management Platform to move, add or change user parameters and to answer questions from end users.
* Prerequisites
  + Meeting room with beamer, 3 installed phones.
  + Internet access to the SMP for the trainer
  + SOP installed and connected to the SMP

**net.Console training**

* Target Audience
  + This training is targeted at the operators and receptionists who will be using the net.Console solution. These users have specific needs for a responsive and high performance telephony console to process a large number of calls and must be able to switch between calls and transfer calls to other users with a minimal amount of operations. There are no requirements for the participants of this training except that during the training they should be focussed on the training and only on the training.
  + Maximum 4 people
* Goal
  + This training gives an overview of how to use the net.Console solution in daily communications. It briefly introduces the participants to the world of modern IP-based communications, then switches to the practical usage. After the training, the participants will be able to use the net.Console solution for managing their daily workload of calls. They will be able to operate independently, picking up calls, transferring them to other phones, putting calls on hold, parking them and taking them back. They will be familiar with the net.Console setup with its waiting queues and its presence functionalities that allow them to work efficiently and save time to perform frequently used operations.
* Prerequisites
  + net.Console solution correctly configured and installed
  + 2 additional phones to simulate calls
  + SOP installed and connected to the SMP

**Train the trainer training**

* Target Audience
  + This training is targeted at the ones who will hence train end users. The participants will be using the phones and the unified communication features (if applicable) of the solution. The participants are required to have experience in training end users, preferably in the use of telephony equipment.
  + Maximum 8 people
* Goal
  + This training gives an overview of how to use the ESCAUX UCS solution in daily communications. It briefly introduces the participants to the world of modern IP-based communications, then switches to the practical usage. After the training, the participants will be able to give training to users on how to use their phones for most common tasks including transfers and conferences. Also, they will be able to explain the usage the net.Desktop client for unified communications to search for contacts, make calls and to use the system of presence as a more flexible approach to the "do not disturb" function
* Prerequisites
  + Meeting room with 3 installed phones.
  + A PC with the net.Desktop client (if applicable)

SOP installed and connected to the SMP