

# Arc Training - AT-EXP

Arc Technical Express - 1 Day

---



# training course outline

---

## Pre-requisites:

Delegates will have the relevant Cisco qualification relating to the installation of Cisco Unified CallManager Express. Appropriate IT skills are necessary to install software in a client server environment as well as general experience relating to telephony applications such as operator consoles.

## Intended Audience:

Technical Business Partner personnel who are involved in installing and supporting Arc Enterprise Console and supplementary software modules.

## Overview:

The course will cover Arc Express Console configuration plus how to configure Arc in a variety of different scenarios to ensure the installation meets end user requirements.

---

## Course Content

### System

System overview

Call routing into Arc Express

Loading Software

System Configuration

Setting up queue

Adding entries to the directory.

Directory structure

Adding extra information to calls.

Adding Users.

Call Prioritisation

Installation wizard



**North America**

Allen, Texas  
USA  
Tel: +1 877 956 0272

**EMEA  
Head Office**

Innovation House  
Pincents Lane, Reading  
Berkshire, RG31 4UH  
United Kingdom  
t: +44 (0) 118 943 9200

**Asia Pacific**

Sydney  
Australia  
Tel: +61 409 692 480

[www.arcsolutions.com](http://www.arcsolutions.com)

---