

# Arc Training - AU-OPR

Arc Operator - 1 Day

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# training course outline

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## Pre-requisites:

Delegates should be computer literate with basic keyboard skills. Previous experience of switchboard systems is advantageous but not essential.

## Intended Audience:

This course is designed for personnel whose main function is to answer and distribute incoming calls from both external callers and internal employees.

## Overview:

This course will enable an operator to take full advantage of the Arc Enterprise Console's extensive feature set to ensure incoming call traffic is answered and distributed in the most efficient manner, thus maximising operator resource. Other elements, such as directory integration and management reports are also covered in order to provide the operator with further tools with which to provide a quality service.

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## Course Content

### Introduction

- Arc Enterprise Console overview
- Hardware - Keyboard and special function keys
- The operating screen
- Symbols and icons

### Call Procedures

- Unscreened transfer
- Consultative transfer
- Toggling between users
- Hold and retrieve
- Camping on an extension
- Alternative camping options maximise
- Parking
- International dialling
- Call conferencing

### Additional Functionality

- Retrieving calls
- E-mails
- Emergency queues
- Directories
- Preferences
- Speed dials



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