

Arc Technical Installation Training - 5 Days

Intended Audience:

This course is designed for personnel who wish to install the Arc system. The course, together with satisfactory performance in the exam will entitle the user to be an accredited Arc engineer.

Overview:

The main part of the course will concentrate mostly on operator console and will include standard Arc configuration plus how to configure arc in a variety of different scenarios to ensure the installation meets end user requirements. The training will also include the ACD products.



Course Content

Monday

- Background and Introduction
- Connecting the Server to Call Manager
- Basic Queue Configuration
- Overflows

Tuesday

- Lab1 - Basic System setup
- A guide from an Operators perspective
- Filters/Breakhours/ Directory Shrink/Logging
- Messaging
- Secure Call Park

Wednesday

- Presence
- Lab 2
- Redundancy
- Resilience
- Resource Groups

Thursday

- Active Directory
- Voice Connect
- Call Connect
- Supervisor
- Communities
- Fault Finding Exercises

Summary:

The course will be in a workshop format and focus on providing hands-on training enabling the delegate to be confident in the Technical Installation of the Arc system.

Friday

- Upgrade including Voice Connect
- Exam
- Practical Lab