

## Arc Console Operator Training – 1 Day

(Two x 3 hr sessions 1 session a.m. 1 session p.m.; timings as below; up to 4 delegates per session)

### 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. A maximum of eight delegates can be trained at site (four delegates in the morning session 09:30-12:30 and four delegates in the afternoon session 13:30-16:30)



## Course Content

### • Introduction

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

### • Call Procedures

- Blind transfer
- Consult transfer
- Toggling between callers
- Directory searching
- Hold and retrieving calls
- Camping calls
- Dialling out
- Parking
- Speed dials
- E-mails/notes
- Updating directories (if carried out by operator)
- Preferences/ Emergency queues (if configured)

### Summary:

The course will be in a workshop format and focus on providing hands-on training for operators, enabling them to be confident in utilising all aspects of the Arc Enterprise Console