

Course Outline – Polycom VVX311, 411, 501



Course Description

This training session is suitable for the business user, Receptionist, ACD (Contact Centre) Agent, Reporting and Recording Supervisor.

The Polycom VVX range of phones integrate with your Global PBX phone system. They are designed to provide business telephony features, such as:

- Navigate your way around the screen and utilise all the buttons on the phone
- Switch between the Line view and the Home view
- Adjust the volume for the headset/handset/speaker and ringer
- Use the different soft keys on the phone
- Make, receive and end calls
- Hold and resume calls
- Do not Disturb
- Transfer calls using Blind transfer or Supervised transfer
- Initiate a Conference call
- Set different Call Forwarding options, such as Forward all calls; Forward Unanswered calls; Business Continuity
- View your Call History of Missed, Received and Placed calls
- View Directories
- Set up Voice Mail
- Change phone settings

Course Information

- Each Polycom phone session is 1 hour in duration
- Polycom phone and soft phone training duration is 1.5hrs
- Session can be conducted via webinar or onsite
- ½ day or full day Onsite training can be classroom style sessions or trainer roaming with a maximum of 10 participants per session.
- Webinar sessions are hosted remotely. Recipients must have access to suitable remote facilities and adequate internet connection to participate. A maximum of 12 participants/webinar session is recommended
- A 1 week lead time is required for webinars, 2 weeks lead time for onsite training