

Training Syllabus

Meridian Voicemail Training



Course Title: Meridian Voicemail Administration Training

Duration

This course is suitable for

1 Day

Meridian 1 Administrators,
IT and Technical Managers,
Contact Centre Managers
Contact Centre Supervisors
Communication Technicians

Course Section

Section Topic

Comments

1. Personal Mail

- a) Logging into Meridian Mail
- b) Creating, deleting and changing mailbox properties
- c) Assisting mailbox users

2. System Mail

- a) Voice menus and announcements
- b) Recording IVR's and associate mailbox numbers to scripts

Prerequisites: Meridian 1 Administration and CCR would be an advantage

If you would like one of our training consultants to contact you or if you would like further information on course content and pricing call +353 1 6127011 or email: sales@ccsols.ie