

Digium Switchvox Admin Training



Product Name: Digium Switchvox Admin Training

Manufacturer: -

Model Number: DGM-806-00018

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Digium Switchvox Admin Training is an online, self-paced video course. Composed of 14 short video chapters, between 5 and 20 minutes in length, the full library contains over 2 hours of content. Because the course is broken up into topical sections it's easy to watch a small, individual unit of training so it can be completed on a busy schedule. This also makes the video lessons excellent reference material for on-the-fly help.

The course is structured logically starting with installation and basic account set up, then moving on to advanced topics like queues and IVRs. Admins who complete the training will be familiar with all of necessary concepts to execute professional, basic configuration, and to perform regular system administration tasks such as adds, moves, and changes. Additional resources and links are provided throughout the training to give a comprehensive introduction to Switchvox administration. Even experienced Switchvox admins will benefit from the course with the included tips and best practices.

Switchvox Admin Training is purchased on a per-user basis. One license provides a training log-in for a single administrator.

Digium Switchvox Admin Training Course Outline

- 1½ Getting Started
- 1½ Navigating the Admin Interface
- 1½ Basic Server Setup
- 1½ Network Setup
- 1½ Connecting to the Outside World
- 1½ Setting Up User Accounts
- 1½ Phone Setup
- 1½ Extension Management
- 1½ Voicemail
- 1½ Sound Management
- 1½ Basic Call Queue Setup
- 1½ Basic IVR Setup
- 1½ Add On Products

Certification

The Switchvox Admin Training provides an optional, included certification exam upon the completion of the video content training. Those who successfully pass the exam will be granted a certification for their administrator-level knowledge of the Switchvox product and its configuration. This is an excellent certification for those seeking to be VoIP administrators managing communications solutions built on Switchvox. The Switchvox Admin Training certification allows IT managers to certify that their Switchvox Administrator has the core competency required to administer a Switchvox system.

Supported Browsers

- 1½ Google Chrome
- 1½ Mozilla Firefox
- 1½ Safari
- 1½ Internet Explorer

Browser Settings

- 1½ Pop-up Blocker: Off
- 1½ JavaScript Enabled

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½ Cookies Enabled

½ Flash Version 9+

Other Recommendations

½ Screen Size: 1024x768

½ Bandwidth: 56kbps for standard presentations and 100kbps for presentations that include video slides, Headphones or Speakers

Please Enquire
