

Course Outline –Desktop & Mobile Soft phone



Course Description

The Bria Softphone provides high quality voice and video calling, IM (Instant Messaging) and Presence tools for collaboration.

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

- Download the Desktop and Mobile clients
- Sign in to the Desktop and Mobile clients
- Presence
- Chat (Instant Messaging)
- Make and Accept a Voice call
- Make and Accept a Video call
- In call features for Voice & Video calls
- Voicemail
- Contacts
- History
- Settings
- Preferences

Course Information

- The Global PBX Desktop and Mobile training session is 1.5hrs in duration
- 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