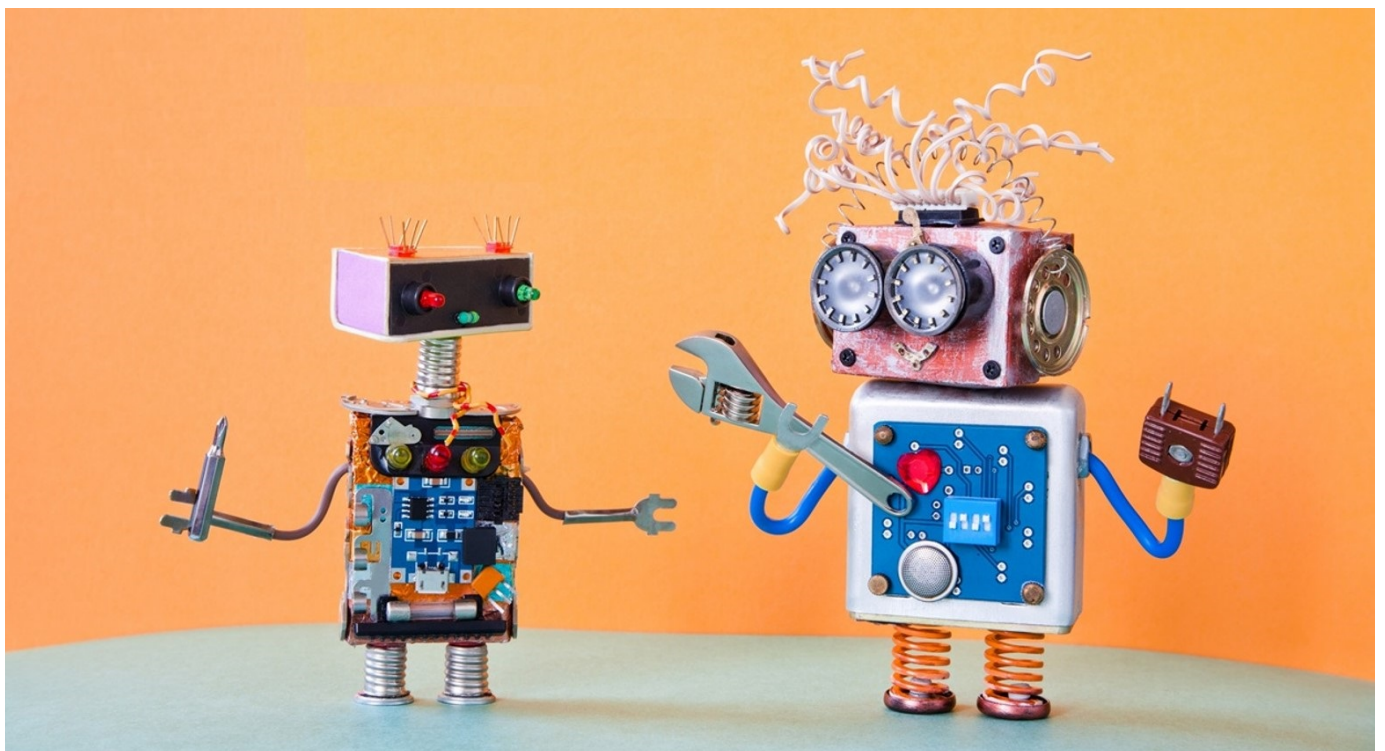


# Course Profile: Messenger+ Management

## Liberty Converse



---

Version:	1.0
Document Release Date:	October 2019
Author	Fabio Brugnoli
Editor	Tony Norman

---

## Contents

<b>1</b>	<b>Training Facilities &amp; Requirements Onsite .....</b>	<b>3</b>
<b>2</b>	<b>Training Facilities &amp; Requirements for Online using GoToTraining Platform .....</b>	<b>3</b>
<b>3</b>	<b>Liberty Messenger+ Management.....</b>	<b>4</b>
	Course Overview .....	4
	Target Audience.....	4
	Prerequisites .....	4
	Course Outcomes .....	4
	Course Content.....	5
	Introducing Messenger+ .....	5
	Using Messenger+.....	5
	Messenger+ Mailbox and Settings.....	5
	Auto Forward Rules .....	5
	Messenger+ Global Settings.....	5
	Maintaining Messenger+.....	5

## 1 Training Facilities & Requirements Onsite

Instructor-led training from Netcall is either delivered on customer premises or via Netcall's online GoToTraining platform. The training facilities below detail the requirements to ensure successful training delivery in both instructor-led learning environments. For training to be effective a training suite/room capable of hosting I.T. training is preferred with the following:

- One computer per learner connected to the organisation network.
- One computer for the trainer connected to the organisation network.
- Every computer must have Internet access and able to access Netcall's Liberty training environment here: <https://libertytrain4.netcall.com>.
- A digital projector or SMART board, television or large screen connected to the trainer machine.
- White board or flip chart.
- A suitable space to sit delegates for an extended period of time.
- Telephones with DDI access (ideally with speaker phone capability).

If a training suite/room is not attainable the following must be supplied as a minimum in any room used:

- One computer for the trainer connected to the organisation network.
- The one computer must have Internet access and able to access Netcall's Liberty training environment here: <https://libertytrain4.netcall.com>.
- A digital projector or SMART board, television or large screen connected to the trainer machine.
- White board or flip chart.
- A suitable space to sit delegates for an extended period of time.
- Telephones with DDI access (ideally with speaker phone capability).

## 2 Training Facilities & Requirements for Online using GoToTraining Platform

For training to be effective each learner should have:

- Access to the GoToTraining remote instructor-led training session from their own computer.
- Access to a telephone to dial into the audio or a computer and suitable headset/microphone device to enable audio streaming.
- Have tested their connectivity and computer compatibility by following the computer test link here: <https://support.logmeininc.com/gotomeeting/get-ready>
- Be situated in a suitable space for an extended period of time.

## 3 Liberty Messenger+ Management

**Duration:** ½ day

### **Course Overview**

The objective of the Messenger+ Management course is to familiarise clients with the fundamentals of both the user voicemail interface and the system administration functions required to actively manage and maintain an effective Messenger+ voicemail system.

### **Target Audience**

Delegates typically are staff and key stakeholders tasked with the management, administration and/or maintenance of the system.

### **Prerequisites**

There are no prerequisites although a working knowledge of the corporate telephone system and user directory would be beneficial.

### **Course Outcomes**

By the end of the session attending delegates will have gained experience in using the Messenger+ voicemail system from both the telephone and web-based interfaces. Attendees will also understand how to manage voicemail accounts and actively monitor voicemail usage.

## Course Content

### Introducing Messenger+

**Objective:** To understand what Messenger+ is and the different types of voicemail available

- What is Messenger+
- Messenger+ Notifications
- How it works
- Mailbox configurations

### Using Messenger+

**Objective:** To understand how voicemail is accessed using the telephone and web-based interfaces

- Telephone login and menu
- Web-based log in and options

### Messenger+ Mailbox and Settings

**Objective:** To understand the Messenger+ mailbox settings for greetings, notifications and general mailbox

- Mailbox greetings
- Notification settings
- Mailbox settings

### Auto Forward Rules

**Objective:** To learn how to set distribution and escalation auto forward rules in Messenger+

- Message Distribution Rule
- Message Escalation Rule

### Messenger+ Global Settings

**Objective:** To understand and amend the Messenger+ Global Settings

- Detail settings
- Outbound Call Notification
- Configurable Email Footer

### Maintaining Messenger+

**Objective:** To learn how to maintain Messenger+ by understanding the Messenger+ mailbox report

- Messenger+ Mailbox Report

Each Party shall keep in strict confidence the Software, all technical or commercial know-how, specifications, inventions, processes or initiatives which are of a confidential nature and which have been disclosed by one Party (the “Disclosing Party”) to the other (the “Receiving Party”), its employees, agents and/or sub-contractors and any other confidential information concerning the Disclosing Party’s business, the Hardware, the Software, and/or the Services which the Receiving Party may obtain as a result of such disclosure (“Confidential Information”).