

**Netcall Training Course Profile**

**Liberty Messenger+ Management**



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## Training Facilities & Requirements

### Onsite Training

Instructor-led training from Netcall is either delivered on customer premises or via Netcall's online platform. The below training facilities 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 Converse training environment here: <https://training.onconverse.app/>
- A digital projector/SMART board/television/large screen connected to the trainer machine.
- White board or flip chart.
- A suitable space to sit delegates for an extended period of time.
- A telephone with DDI access and/or delegates attend with a mobile device.
  - \*\*All personal data is purged on training project closure.

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 computer must have Internet access and able to access Netcall's Liberty Converse training environment here: <https://training.onconverse.app/>.
- A digital projector/SMART board/television/large screen connected to the trainer machine.
- White board or flip chart.
- A suitable space to sit delegates for an extended period of time.
- A telephone with DDI access and/or delegates attend with a mobile device.
  - \*\*All personal data is purged on training project closure.

### Online Remote Training

For training to be effective each learner should have:

- Access to the 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.
- Be situated in a suitable space for an extended period of time.
- If applicable, computers require access Netcall's Liberty Converse training environment here: <https://training.onconverse.app/>

## 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