



MiCloud UC: user and administrator training packages



Technology will transform your business.

If you know how to use it.

You've made a smart move investing in MiCloud Unified Communications (UC). The power to transform your business is now in your hands. But it won't happen just because you've installed it: you need to know how to unlock its power.

That's where our training packages come in.

We can help your people embrace this fantastic new tool with enthusiasm. From users to administrators, we'll introduce everyone to its features and help them get to grips with them, fast.

Unlock your MiCloud UC

Your MiCloud UC is much more than 'just a phone system'. Conferencing, hot-desking, hunt groups,

voicemail-to-email, integration with mobile and desktop applications – you can do them all with MiCloud UC. Plus some other tricks besides, all designed to boost your business, ramp up efficiency and revolutionise your customer service.

Why rely on people stumbling across a feature or passing on a tip to a colleague? With our expert training, delivered remotely or face-to-face on-site, you'll soon learn how to put the MiCloud UC through its paces, making the most of every feature, and discovering how to set it up to fit the way you want your business to work.

Use the full power of MiCloud UC, starting on day one.



What's in our training packages?

While everyone in your business will need to learn how to use MiCloud UC as a communication tool, you'll also have people responsible for managing the system, your administrators. They'll have more in-depth requirements. We have training packages for both.

User training package

Our user training package will bring everyone up to speed on how to:

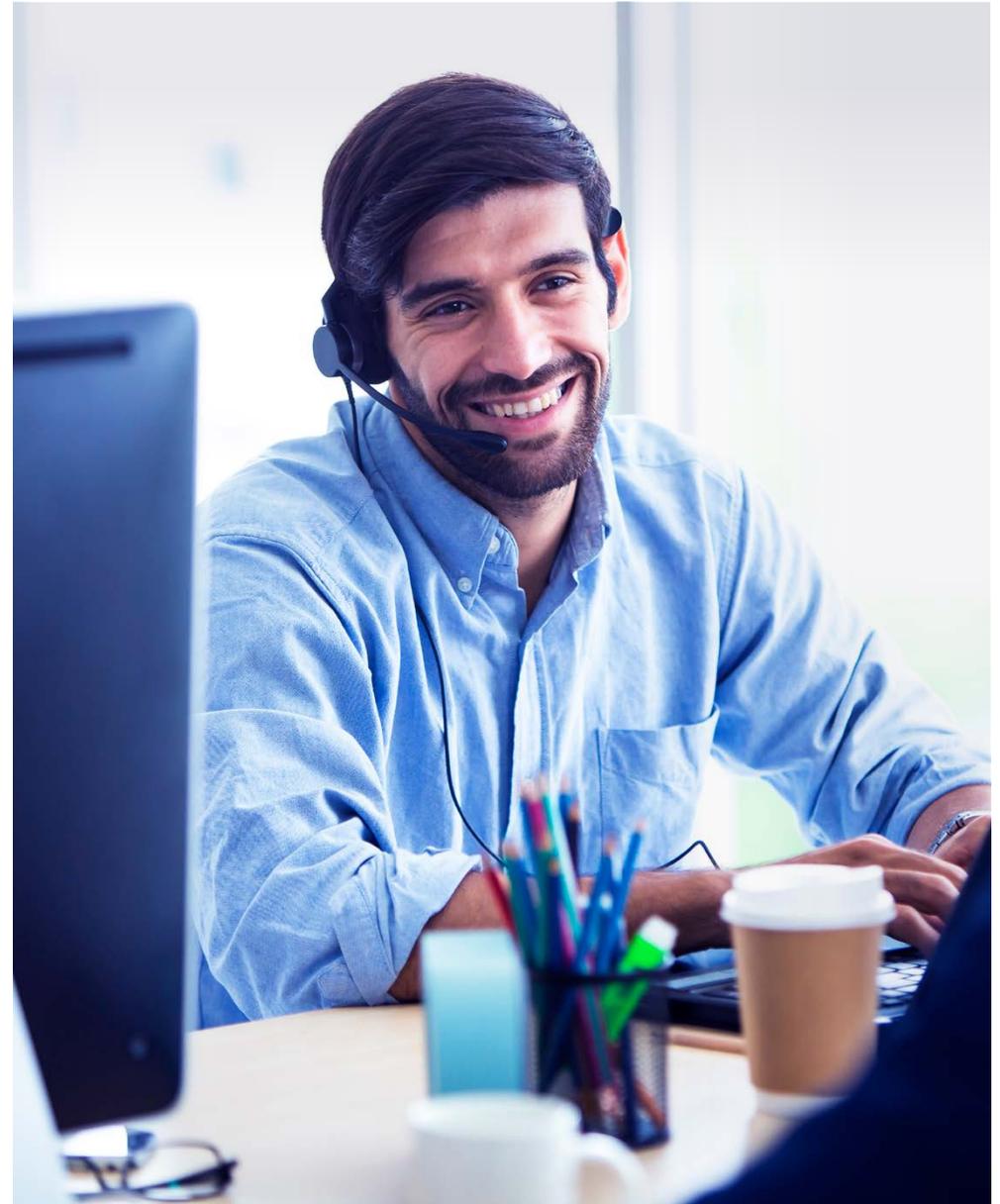
- Use their desk phone and headset
- Transfer calls to a colleague
- Answer calls to their desk phone on their mobile

Admin training package

Setting up new users, configuring the system and managing software updates are all critical activities. We'll make sure that your admin team are MiCloud UC experts. They'll soon know everything there is to know about how to:

- Manage user settings
- Understand the user interface
- Support users with service, device, and headset issues
- Set up hunt groups
- Handle software updates

- Set up your system to match your business needs
- Configure permissions
- On-board new users (and remove people who've left the business)
- Manage call flows
- Download and analyse reports and call logs
- Access and navigate the knowledgebase
- Report and track problems



Training delivery options: remote or on-site?

We know that the most effective training is flexible, like your business. Maybe you learn best with on-site delivery. Or perhaps that's impractical for your home-based people, who'd prefer an online approach. Whatever your situation, we've got a training programme that'll suit it.

1. Remote training

Our remote training options are flexible, with a choice of live tutor-led webcasts, bespoke Guru Sessions, or convenient online modules.

Live webcasts (for administrators)

With unlimited access to our training portal for three or five years, our Webcast MAX Passport will keep your people learning new skills as your business grows. Choose this option and we'll talk you through the webcast schedule and recommend ones we think will suit your team.

A trainer hosts each webcast live so participants have the opportunity to ask questions as they learn. We cover topics including:

- An introduction to MiCloud UC

- User and group admin
- Auto attendant and call flow admin
- Call handling and phone use
- Unified communications
- Analytics

Guru Sessions (for administrators)

You can book one of these sessions when you need advice on a specific configuration query. We'll talk you through how to do what you want to do and make sure everything goes according to plan.

Online modules (for users and administrators)

Our online modules, accessed through the Training Portal, are ideal for home-workers or for bringing new employees on-board as they join your company:

- Unlimited access to the online Training Portal
- Video tutorials teach you about the MiCloud UC features

2. On-site training

When you're moving from a traditional phone system to a cloud-based MiCloud UC system, you may feel you need the assurance of on-site training.

We offer four training options for you to choose from.

Drop-in clinic (for users)

One of our engineers will come out to your site after you've installed MiCloud UC. They'll be available throughout the day for people to pop by and ask questions about:

- Desktop application
- Mobile application
- Desk phones and headsets

Personal coaching (for users)

Our personal coaching package includes four 90-minute sessions for up to four people a session. You'll learn in-depth about:

- Desktop application
- Mobile application
- Desk phones and headsets

Admin training and support

This is a one-day session for Day 1 of go-live. It builds on our remote training services and covers how to:

- Manage user settings
- Understand the user interface
- Support users with service, device, and headset issues
- Set up hunt groups
- Handle software updates
- Set up your system to match your business needs
- Configure permissions
- On-board new users (and remove people who've left the business)
- Manage call flows
- Download and analyse reports and call logs
- Access and navigate the knowledgebase
- Report and track problems

Day 1 floor walking support (for users)

So everything runs smoothly from the start, we'll provide an expert on the floor to help your people learn on the job about:

- Mitel service
- How to use the phone and headset
- The user interface

A photograph showing a person's hands holding a white credit card in front of a laptop. The laptop screen is blurred, showing some data or charts. The background is a soft, out-of-focus light blue and white.

How to buy a training package.

Many of our business customers opt for a training package to accompany their investment in a cloud-based MiCloud UC system.

If you want to join them:

**Contact your account manager
or call 0800 345 7984**



Offices worldwide

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