

Hands-On

CallPilot Basic Administration



Course Description

This course is designed primarily around building of mailboxes. Hands-on session for adding mailboxes only. General information exchanged regarding system screens and Application Builder with no hands-on.

This course can be tailored based on Customer Needs and Requirements.

Students Will Learn

- **Basic CallPilot Administration**
- **Call Flow difference (ACD vs. CDN)**
- **Login CallPilot Manager**
- **Mailbox creation**
- **PDL vs. SDL**
- **Security Screen**
- **Messaging Screen**
- **Channel Status DS0/Multimedia**
- **Backups Full System and Selective**
- **Basic CallPilot Application Builder**
- **And Much More...**

Target Audience

CallPilot Administrators that need to know how to build mailboxes and reset mailboxes.

Prerequisites

None.

Course Outline

Module I: CallPilot Administration (Hands-on session for Mailbox Creation only approx 4 hours)

Call Flow difference (ACD vs. CDN)
Login CallPilot Manager
Mailbox creation to include

- o Password reset
- o Templates
- o COS
- o RPL

PDL vs. SDL
Security Screen (basic overview)
Messaging Screen (basic overview)
Channel Status DS0/Multimedia (basic overview)
Backups Full System and Selective (basic overview)

Module II: CallPilot Application Builder Topics (Lecture only No Hands On approx 2 hours)

Login process and navigation
Creation of simple application to discuss: (basic overview)

- o Screen layout
- o Palettes
- o Blocks
- o Connectivity
- o call flow

Place completed application into service (SDN)
Print out application information -

- o call flow
- o block details
- o voice items

Update voice items remotely using VIM

Notes

NOTE This session was created as 1-day overview for CP User Admin, System Screens and basic information for Application Builder (no hands-on except for building the basic mailbox). This course can be customized based upon the

specific objectives.

Other CP courses available

- o 2-day Hands-on CallPilot Application Builder (with Hands-On practical exercises)
- o 2-day Hands-on CallPilot User and System Administration (with Hands-On practical exercises including end-user mailbox navigation)

Delivery Method

Instructor led with numerous Hands-On labs and exercises.

Equipment Requirements

(This apply's to our hands-on courses only)

BTS always provides equipment to have a very successful Hands-On course. BTS also encourages all attendees to bring their own equipment to the course. This will provide attendees the opportunity to incorporate their own gear into the labs and gain valuable training using their specific equipment.

Course Length

1 Day