Staff Training and Training Videos

VOIP 01 Training for Sales & Events = VOIP Phone System and its Use

Iconic Productions uses a sophisticated VOIP Phone System for all local, national, international and cell/mobile phone calls made to call customers, and suppliers.

You are reminded that all business related calls are to be made using only the company VOIP Phone System.Â The VOIP Phone System is also available as a smartphone APP that can be downloaded and used as well if you are working on the road.Â It is important that you follow the company policy regarding the use of personal numbers or phones to do your work as part of ICONIC. It is important that you read the company policy on Can I use my personal phone or mobile or email to contact or have a customer contact me?

There are many features and functions of the VOIP Phone System.

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SALES / EVENT TRAINING VIDEO about the VOIP Lync Phone System.

Training Video = VOIP Phone System and how to make a call and put someone on hold or call transfer

As part of this part of the training we also recommend you read the FAQ and KB about the ERM. You may have already view the manuals of the ERM from a previous training session. If this is the case, you do not need to view them again here to unless you are re-training or refreshing your understanding. To view the manuals for the ERM, please click here.

We also recommend that you read as part of your training the following FAQs:

- SETTING UP VOIP LYNC PHONE SYSTEM (MANUALLY)
- In the specific Category of this subject in the FAQ knowledge base server.

After viewing and understanding this training session remember to acknowledge receipt of completion of the training by following the company procedure of How to acknowledge you have completed part of your training or state you have viewed or read a FAQ

The information contained in this trainng page, the entire FAQ and KB of the company server is copyright protected and can only be used while your employment, agreement or contract is valid and current with the company. It cannot be used for personal use or taken outside of ICONIC servers. If you have printed out the documents or information and you leave the company or are terminated from the company all materials are to be returned to the company within 24 hours.

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Attached files:

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URL: https://staff.iconic.productions/KB/content/0cat=66/357/en/voip-01-training-for-sales-&-events-=-voip-phone-system-and-its-use.html