

TRAINING TOPICS: PART I

Management & Supervisory Staff Members

- A. Spectrum Start-Up and Shut-Down**
- B. Programming Accounts**
 - 1. Creating an AMR (Account Master Record)
 - 2. Creating Information Screens
 - 3. Creating Free Form Message Tickets
 - 4. Creating System Reminders
- C. Alerts**
- D. Setup Operator ID's**
 - 1. New ID
 - 2. Operator Capabilities
- E. Setup Alpha Terminals and Fax Information**
- F. System Configuration**
 - 1. Station Capabilities
 - 2. System Options
 - 3. Service Classes
 - 4. Holiday Schedule
 - 5. Network Configuration
- G. View Menu**
 - 1. Account Totals
 - 2. Active Messages
 - 3. Retained Messages
 - 4. Message Backup
 - 5. Catalog Orders
 - 6. System Memos
 - 7. Call History
 - 8. Periodic Summaries
 - 9. Operator Statistics
 - 10. Active Call Status
 - 11. Station Status
 - 12. Telephony Status
 - 13. Communications Server Status
 - 14. Backup Status
- H. Tools Menu**
 - 1. AMR to Text
 - 2. Totals to Text
 - 3. Screens to Text
 - 4. Extract Messages to Text
 - 5. Edit Mnemonics
 - 6. Board Check Reports
 - 7. Search for Undelivered Messages
 - 8. Search for Locates/Ifs
 - 9. Purge Active Messages
 - 10. Create New Message Backup File
 - 11. Restore Accounts
 - 12. Generate XML
 - 13. Generate Message/Call Archive

TRAINING TOPICS: PART II

Supervisors & Lead Operators

- A. The Basics**
 - 1. Spectrum Screen and Keyboard
 - 2. The Console
 - (a) Signing-ON/OFF
 - (b) Sign-OFF override
 - (c) Your Console ID Number
 - (d) Displaying an Account/Sub-Account
- B. Incoming Calls**
 - 1. Answering
 - 2. Hold
 - 3. Priority Hold
 - 4. Transferring
- C. Information Screen**
 - 1. Creating/Editing
 - 2. Hypertext Commands
 - 3. Words and Phrases Window
- D. Entering Data**
 - 1. Inserting/Overwriting Text
 - 2. Special Locates
 - 3. Flags
 - 4. Count Removed Key
 - 5. Entering a Message
 - 6. "IF" Messages
 - 7. Using Standard Mnemonics
- E. Message Notification**
 - 1. Relaying a Message using a Page Ticket
 - 2. Acting on the "PAGE" prompt
 - 3. On-Screen Speed dialing
 - 4. Alphanumeric Paging
 - 5. Delivering Messages
 - 6. Relay-and -Hold
 - 7. Delivering "IF" Messages
 - 8. Status Key/Configuration Window
 - 9. Copying a Message to Another Account
 - 10. Editing Messages/SAVE key
 - 11. Dispatching Calls
 - 12. Dial-Hold
- F. Message Delivery Options**
 - 1. Transmitting to Email or Fax
 - 2. Redelivering a Message
 - 3. Undeliver a Message
 - 4. Accessing Retained Messages
 - 5. Reminders
 - 6. Memo's (if applicable)
 - 7. "Incomplete" Message prompt
 - 8. Reviewing Messages
 - 9. Operator Activity
- G. Optional and Advanced Features**