



AT&T CALNET 3 Training Syllabus

Version 1.6



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Training media

- **In person, instructor-led classroom training** – course is delivered live by AT&T CALNET instructor at AT&T or State approved meeting facility. Attendees would need to travel to training site where instructor would be present in classroom.
- **Audio/video/web-based instructor-led training** – course is delivered live by AT&T CALNET Instructor via teleconference, iMeeting or other online media. Attendees do not need to travel to attend. Email CALNET Training to request a training session.
- **Web-based self-paced distance learning** – course is delivered via pre-recorded session. This may include recorded iMeetings and in-house developed training videos.
- **Web-based written tutorials** – course is in .pdf format that provides screenshots and step-by-step instructions.

Available Courses

AT&T Billing ConsolidatorSM

Course length: 1 hour

Target audience: This course is designed for those agencies who want an overview of the AT&T Billing ConsolidatorSM System. This course is designed for customers whose role includes validating invoices, paying bills or monitoring services and usage (i.e. billing department or accounts payable).

Course description: This course will provide a high level overview of invoices and interaction with the billing system.

Course objectives: At the end of this course, participants will have a general understanding of the AT&T Billing Consolidator billing system.

Medium: Audio/video/web-based instructor-led training

Course content:

- What is AT&T Billing Consolidator
- Accessing AT&T Billing Consolidator
- Accessing an invoice
 - Download functionality
 - Search functionality
 - PDF file
- AT&T Billing Consolidator basics – home screen
 - Maintenance Information
 - Reporting
 - Help

Course is available: March 2014 – ongoing



AT&T BusinessDirect® for Managed Router Service (MRS) users

Course length: 1 hour

Target audience: This course is designed for customers with Managed Router Services.

Course description: This course will provide an overview of two of the tools available in the BusinessDirect portal: report and track troubles and view BusinessDirect map.

Course objectives: At the end of this course, participants will have a general understanding of using AT&T BusinessDirect® to manage their network.

Medium: Audio/video/web-based instructor-led training

Course content:

- Accessing AT&T BusinessDirect
- Report and track troubles
 - Searching tickets
 - Displaying ticket search results
 - Managing and updating tickets
- View BusinessDirect Map
 - Displaying inventory
 - Viewing open tickets
 - Viewing router details
 - Reports
 - Troubleshooting

Course is available: March 2014 – ongoing

AT&T CALNET 3 contract overview

Course length: 1 hour

Target audience: This course is designed for those agencies who want a high-level overview of the CALNET 3 contract.

Course description: This course will provide a general overview of contracts, tools, reports and resources available under CALNET 3 IFB-A and IFB-B.

Course objectives: At the end of this course, participants will have a working knowledge of the “contract parts” of CALNET 3 IFB-A and IFB-B. This includes a general understanding of billing, ordering and tools available under the CALNET 3 contract.

Medium: Audio/video/web-based instructor-led training

Course content:

- CALNET 2 to CALNET 3 comparison
- Contract overview
- Transition plan
- Authorization to order (ATO) process
- Billing
- Tools
- Resources and support

Please note: billing and tools will each have separate and more detailed training courses.

Course is available: July 2015 – ongoing



AT&T Connect®

Course length: 1 hour

Target audience: This course is designed for those agencies who want an overview of the AT&T Connect® System. This course is designed for customers who schedule, host, or attend virtual meetings.

Course description: This course will provide a high level overview of AT&T Connect for scheduling, hosting, and attending virtual meetings.

Course objectives: At the end of this course, participants will have a general understanding of AT&T Connect.

Medium: Audio/video/web-based instructor-led training

Course content:

- Overview
- My AT&T
- Schedule meetings
- Enter meetings
- AT&T Connect interface
- Meeting options
- Server side recordings
- Attendance reports
- Miscellaneous

Course is available: October 2014 – ongoing



AT&T Unified Communications® IP phones

Course length: 1 hour

Target audience: This course is designed for the end users who want an overview of features and functionality of the IP phone they will use with their AT&T Unified Communications® service.

Course description: This course will provide a detailed description of the features and functionality of the IP phone device(s) they will use in their agency's offices.

Course objectives: At the end of this course, participants will have a general understanding of the AT&T Unified Communications phone device(s).

Medium: In person, instructor-led classroom training or audio/video/web-based instructor-led training

Course content:

- Overview
- IP Phone
 - Phone controls
 - Dialing basics
 - Phone features
 - Conference calling
 - Transferring calls
 - Parking and retrieving calls
 - Do Not Disturb settings

Note: This course can be combined with other AT&T Unified Communications courses, such as Voicemail.

Course is available: February 2016 – ongoing

AT&T Unified Communications® Voicemail

Course length: 1 hour

Target audience: This course is designed for those agencies who want an overview the AT&T Unified Communications® Voicemail features and functionality.

Course description: This course will provide a detailed description of the features and functionality of the AT&T Unified Communications® Voicemail used in agency offices with Unified Communications service.

Course objectives: At the end of this course, participants will have a general understanding of the AT&T Unified Communications Voicemail. This course can be combined with other AT&T Unified Communications classes, such as IP Phones.

Medium: In person, instructor-led classroom training or audio/video/web-based instructor-led training

Course content:

- Voicemail setup
- Voicemail access
- Phone keypad shortcuts
- Mailbox settings

Course is available: February 2016 – ongoing



AT&T Voice DNA® IP phones

Course length: 1 hour

Target audience: This course is designed for the end users who want an overview of features and functionality of the IP phone they will use with their AT&T Voice DNA® service.

Course description: This course will provide a detailed description of the features and functionality of the IP phone device(s) they will use in their agency's offices.

Course objectives: At the end of this course, participants will have a general understanding of the AT&T Voice DNA phone device(s).

Medium: In person, instructor-led classroom training or audio/video/web-based instructor-led training

Course content:

- What is AT&T Voice DNA
- IP Phone
 - Phone controls
 - Dialing basics
 - Phone features
 - Conference calling
 - Transferring calls
 - Parking and retrieving calls
 - Feature (star) codes

Note: This course can be combined with other AT&T Voice DNA courses, such as Voicemail or Premier.

Course is available: January 2016 – ongoing



AT&T Voice DNA® Premier administrator portal

Course length: 1 hour

Target audience: This course is designed for the administrators of the agencies who want an overview of the AT&T Voice DNA® Premier administrator portal.

Course description: This course will provide a high level overview of the AT&T Voice DNA Premier portal for administrators. This course will cover how to view and manage the Voice DNA application for your organization. This includes updating user profiles, phone features, voicemail passwords and adding or deleting phones from the Voice DNA system.

Course objectives: At the end of this course, participants will have a general understanding of the AT&T Voice DNA administrator portal and managing its functionality.

Medium: Audio/video/web-based instructor-led training

Course content:

- What is AT&T Voice DNA Premier
- Logging into Premier
- Support
- Manage
 - Administrator and user profiles
 - AT&T Voice DNA Administrator Dashboard
 - Home
 - Resources
 - Directory
 - Settings
 - Mass management
 - Reports

Course is available: July 2016 – ongoing



AT&T Voice DNA® Premier end user portal

Course length: 1 hour

Target audience: This course is designed for those agencies who want an overview of the AT&T Voice DNA® Premier end user portal.

Course description: This course will provide a high level overview of the AT&T Voice DNA Premier portal for end users. This course will cover how to view and manage your service features such as Virtual Office, Locate Me, Scheduling and Priority Alerts.

Course objectives: At the end of this course, participants will have a general understanding of the AT&T Voice DNA end user portal and managing its functionality.

Medium: Audio/video/web-based instructor-led training

Course content:

- What is AT&T Voice DNA Premier
- Initial Premier membership setup
- Logging into Premier
- Features
 - Home
 - Logs
 - Directory
 - Settings
 - Profile
- Additional support

Course is available: April 2016 – ongoing

AT&T Voice DNA® Voicemail

Course length: 1 hour

Target audience: This course is designed for those agencies who want an overview the AT&T Voice DNA® Voicemail features and functionality.

Course description: This course will provide a detailed description of the features and functionality of the AT&T Voice DNA® Voicemail used in agency offices with the Voice DNA services.

Course objectives: At the end of this course, participants will have a general understanding of the AT&T Voice DNA Voicemail. This course can be combined with other AT&T Voice DNA classes, such as IP Phones or Premier.

Medium: In person, instructor-led classroom training or audio/video/web-based instructor-led training

Course content:

- Voicemail overview
- Voicemail setup
- Phone keypad shortcuts
- Mailbox settings

Course is available: January 2016 – ongoing



Voicemail Services: Enterprise Messaging Administration Tool (ECAT)

Course length: 1 hour

Target audience: This course is designed for the Office Administrators for an agency's voicemail services.

Course description: This course will provide instruction on using the Enterprise Messaging Administration Tool (ECAT).

Course objectives: At the end of this course, participants will have a general understanding of ECAT.

Medium: Audio/video/web-based instructor-led training

Course content:

- Login screens
- Manage Enterprise screen
- Voicemail PIN resets
- Maintain call tree
- Weekly schedule
- Glossary of terms

Course is available: December 2015 – ongoing