



AT&T CALNET Training Syllabus

Version 2.2



Contents

Training media	3
Available Courses	3
AT&T Billing Consolidator	3
AT&T BusinessDirect® for Managed Router Service (MRS) users.....	4
AT&T CALNET NextGen contract overview	5
AT&T Hosted Voice Service (HVS) administrator portal	5
AT&T Hosted Voice Service (HVS) IP phones	6
AT&T IP Flexible Reach – Department administrator portal	7
AT&T IP Flexible Reach – End user portal	7
AT&T IP Flexible Reach – Enterprise administrator portal	8
AT&T IP Flexible Reach – Group administrator portal	8
AT&T Trouble Ticket Reporting Tool – Administrator.....	9
AT&T Trouble Ticket Reporting Tool – End user.....	9
AT&T Voice DNA® IP phones.....	10
AT&T Voice DNA® Premier administrator portal.....	11
AT&T Voice DNA® Premier end user portal	12
AT&T Voice DNA® Receptionist administrator portal	12
AT&T Voice DNA® Receptionist end user portal	13
Cisco Hosted Collaboration Solution (CHCS) from AT&T with Cisco Jabber®	13
Cisco Hosted Collaboration Solution (CHCS) from AT&T IP phones.....	14
Voicemail Services: Enterprise Messaging Administration Tool (ECAT)	14



Training media

- **In person, instructor-led classroom training** – course is delivered live by an 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 an AT&T CALNET Instructor via teleconference, WebEx 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.
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Available Courses

AT&T Billing Consolidator

Course length: 2 hours

Target audience: This course is designed for customers who are new to using AT&T Billing Consolidator. It is for those whose role includes validating invoices, paying bills or monitoring services and usage (i.e. billing department or accounts payable).

Course description: AT&T Billing Consolidator, formerly known as ACUS, is the tool for an agency to view bill detail online. It retains billing data, including usage detail, and payment history, for the life of the Contract. Users can run reports, search for specific information, and download complete invoices into .pdf format. This course will provide a high-level overview of invoices and interaction with the 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
 - Navigation
 - Detail of Charges
 - Detail & Downloads
 - PDF download
 - Search functionality
- AT&T Billing Consolidator basics – home screen
 - Maintenance information
 - Reporting
 - Help

Course is available: June 2020 – 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: AT&T BusinessDirect® is the web-based portal used to access support applications for AT&T Services and provides single sign on access to tools and information which enables registered users to manage their agency's network infrastructure more efficiently. This course will provide an overview of two of the tools available in the BusinessDirect portal: Report and Track Troubles and View BusinessDirect maps.

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 NextGen contract overview

Course length: 1 hour

Target audience: This course is designed for any agency who wants a high-level overview of the CALNET contract.

Course description: This course will provide a general overview of contracts, tools, reports and resources available under CALNET. This includes a general understanding of billing, ordering and tools available under the CALNET contract.

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

Course content:

- CALNET highlights
- CALNET contract terms
- Transition overview
- Who can use CALNET NG and how do they order?
- Authorization To Order (ATO)
- Billing
- Trouble Ticketing Reporting Tool (TTRT)
- Resources & support

Course is available: July 2020 - ongoing

AT&T Hosted Voice Service (HVS) administrator portal

Course length: 90 minutes

Target audience: This course is designed for the administrators of the agencies who will be using the Clearspan OpEasy® administrator portal.

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

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

Course content:

- What is AT&T Hosted Voice Service?
- Logging in to the Clearspan OpEasy® portal
- Clearspan OpEasy administrator home screen
- Provisioning
 - Users
 - Virtual Users
 - Import / Export
 - Scheduling
 - Phone Management
 - Phone Templates
 - User Profiles
 - Group Settings
- Reporting
- Support

Course is available: April 2020 – ongoing



AT&T Hosted Voice Service (HVS) IP phones

Course length: 90 minutes

Target audience: This course is designed for the end users who will use the phones at their desk.

Course description: This course will provide a detailed description of the features and functionality of the Internet Protocol (IP) Polycom or Mitel phone device and the Clearspan Personal Voice Portal®. Participants taking this course will learn how forward, transfer, and park calls and setup conference calls. At the end of this course, participants will also be shown how to retrieve voicemail messages using their IP phone, or a touch-tone phone (wireline or wireless) from a remote location.

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

Course content:

- What is AT&T Hosted Voice Service?
- IP phones
 - Phone controls
 - Dialing basics
 - Phone features
 - Conference calling
 - Transferring calls
 - Parking and retrieving calls
 - Do Not Disturb settings
 - Feature access (star) codes
- Clearspan Personal Voice Portal
 - Overview
 - Setup
 - Phone keypad shortcuts
 - Mailbox settings

Course is available: March 2020 – ongoing



AT&T IP Flexible Reach – Department administrator portal

Course length: 1 hour

Target audience: This course is designed for the department administrators of customers with AT&T IP Flexible Reach services.

Course description: This course will cover how to use AT&T IP Flexible Reach services to manage your network. This includes viewing user profiles, modifying departments, group trunk groups, call routing features, and managing phone features.

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

Course content:

- What is IP Flexible Reach Premier?
- Logging into Premier for IP Flexible Reach
- Viewing user profiles
- Overview of the IP Flexible Reach Department administrator dashboard
 - Home
 - Resources
 - Administrators
 - User management
 - Reports
- Support

Course is available: September 2019 – ongoing

AT&T IP Flexible Reach – End user portal

Course length: 1 hour

Target audience: This course is designed for end users with AT&T IP Flexible Reach services.

Course description: This course will provide an overview of the IP Flexible Reach end user portal and managing services including modifying your profile, managing inbound call features, viewing outbound call features, and using schedules.

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

Course content:

- What is IP Flexible Reach Premier
- Initial Premier membership setup
- Logging into Premier for IP Flexible Reach portal
- Overview of the IP Flexible Reach End user dashboard
 - Home
 - Resources
 - Administrators
- Support

Course is available: September 2019 – ongoing



AT&T IP Flexible Reach – Enterprise administrator portal

Course length: 1 hour

Target audience: This course is designed for the enterprise administrators of customers with AT&T IP Flexible Reach services.

Course description: This course will cover how to use AT&T IP Flexible Reach services to manage your network. This includes creating and updating user profiles, managing trunk call routing features, modifying group and department settings, and managing phone features.

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

Course content:

- What is IP Flexible Reach Premier
- Logging into Premier for IP Flexible Reach
- Manage Administrator and user profiles
- Overview of the IP Flexible Reach Enterprise administrator dashboard
 - Home
 - Resources
 - Administrators
 - User management
 - Reports
- Support

Course is available: September 2019 – ongoing

AT&T IP Flexible Reach – Group administrator portal

Course length: 1 hour

Target audience: This course is designed for the group administrators of customers with AT&T IP Flexible Reach services.

Course description: This course will cover how to use AT&T IP Flexible Reach services to manage your network. This includes viewing user profiles, modifying groups, group trunk groups, call routing features, and managing phone features.

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

Course content:

- What is IP Flexible Reach Premier
- Logging into Premier for IP Flexible Reach
- Viewing user profiles
- Overview of the IP Flexible Reach Group administrator dashboard
 - Home
 - Resources
 - Administrators
 - User management
 - Reports
- Support

Course is available: September 2019 – ongoing



AT&T Trouble Ticket Reporting Tool – Administrator

Course length: 1 hour

Target audience: This course is designed for customers with administrator access to the Trouble Ticket Reporting Tool.

Course description: This course will provide an overview of the AT&T Trouble Ticket Reporting Tool (TTRT). TTRT provides online access to view and open customer trouble tickets on CALNET Contract Services. Currently supporting CALNET Legacy Services categories with Data Networks and Communications Services categories coming soon.

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

Course content:

- What is Trouble Ticket Reporting Tool?
- Accessing Trouble Ticket Reporting Tool
- Using Trouble Ticket Reporting Tool
 - Searching tickets
 - Displaying ticket search results
 - Creating new tickets
 - Managing and updating tickets
 - Manage administrator and user profiles
 - Creating / deleting user accounts
 - User management

Course is available: February 2021 – ongoing

AT&T Trouble Ticket Reporting Tool – End user

Course length: 1 hour

Target audience: This course is designed for customers with end user access to the Trouble Ticket Reporting Tool.

Course description: This course will provide an overview of the AT&T Trouble Ticket Reporting Tool (TTRT). TTRT provides online access to view and open customer trouble tickets on CALNET Contract Services. Currently supporting CALNET Legacy Services categories with Data Networks and Communications Services categories coming soon.

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

Course content:

- What is Trouble Ticket Reporting Tool?
- Accessing Trouble Ticket Reporting Tool
- Using Trouble Ticket Reporting Tool
 - Searching tickets
 - Displaying ticket search results
 - Creating new tickets
 - Managing and updating tickets

Course is available: February 2021 – ongoing



AT&T Voice DNA® IP phones

Course length: 90 minutes

Target audience: This course is designed for the end users who will use the phones at their desk.

Course description: This course will provide a detailed description of the features and functionality of the Internet Protocol (IP) Polycom phone device and the AT&T Voice DNA® Voicemail. Participants taking this course will learn how to place, forward, transfer, park and setup conference calls. At the end of this course, participants will also be shown how to set up their new voicemail, and retrieve voicemail messages using their IP phone, or a touch-tone phone (wireline or wireless) from a remote location.

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
 - Voicemail
 - Overview
 - Setup
 - Phone keypad shortcuts
 - Mailbox settings

Course is available: January 2016 – ongoing



AT&T Voice DNA® Premier administrator portal

Course length: 90 minutes

Target audience: This course is designed for the administrators of the agencies who will be using the AT&T Voice DNA® Premier administrator portal.

Course description: This course will provide a high-level overview; covering 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.

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: 90 minutes

Target audience: This course is designed for all general users who will be using 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. At the end of this course, participants will have a general understanding of the AT&T Voice DNA Premier end user portal and will learn how to manage service features such as Virtual Office, Locate Me, Scheduling, and Priority Alerts. Participants will also learn how to manage their voicemails from the portal and receive and listen to voicemails through email.

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® Receptionist 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® Receptionist administrator portal.

Course description: This course will provide a high-level overview of the AT&T Voice DNA Receptionist administrator portal. This course will cover how to view and manage the Voice DNA Receptionist application for your organization. This includes assigning the Receptionist to users and adding or deleting monitored users to the receptionist portal.

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

Course content:

- What is AT&T Voice DNA Receptionist
 - Feature summary for end users
 - Feature summary for administrators
- Provisioning AT&T Voice DNA Receptionist
 - Logging in to Premier for AT&T Voice DNA
 - Assigning AT&T Voice DNA Receptionist to a user
 - Managing AT&T Voice DNA Receptionist

Course is available: August 2019 – ongoing



AT&T Voice DNA® Receptionist end user portal

Course length: 1 hour

Target audience: This course is designed for end users in a receptionist-type role, handling multiple calls for multiple users.

Course description: This course will provide a high-level overview of the AT&T Voice DNA Receptionist portal end user portal. This course will cover how to view and manage your service features such as monitoring user availability, transferring and conferencing calls, and Call Pick-up or Barge-In.

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

Course content:

- What is AT&T Voice DNA Receptionist
- Feature summary
- Logging into the Receptionist Console
- Receptionist Console screen
 - Search
 - Monitored users
 - Directory
 - Speed dial
 - Call console

Course is available: May 2018 – ongoing

Cisco Hosted Collaboration Solution (CHCS) from AT&T with Cisco Jabber®

Course length: 30 minutes

Target audience: This course is designed for the end users who have the Jabber client installed on their computers.

Course description: This course provides an overview of using Cisco Jabber on your computer.

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

Course content:

- The Jabber interface
- Placing a call
- Answering a call
- During a call
- Transferring a call
- Placing a call on hold
- Forwarding a call
- Adding participants to a call
- Chat sessions
 - Joining a chat
 - Sharing content
 - Group chats

Course is available: February 2016 – ongoing



Cisco Hosted Collaboration Solution (CHCS) from AT&T IP phones

Course length: 90 minutes

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 at their desk with their Cisco Hosted Collaboration Solution (CHCS) from AT&T.

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

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
 - Voicemail
 - Setup
 - Access
 - Phone keypad shortcuts
 - Mailbox settings

Course is available: February 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).

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