



JITC Summit[®] WOC Training Agenda



JITC Summit Windows Operator Client (WOC)

The JITC CONTEX Summit® Windows Operator Client (WOC) training course is designed to occupy one or two days. It offers trainees an in-depth look at all conferencing features available at the WOC. Trainees will gradually build confidence levels by starting with conferencing basics and finishing with more advanced features like question and answer and voting sessions. The course blends lecture sessions with intensive hands-on periods, allowing each trainee maximum exposure to attended conferencing on the compunetix Summit.

General Training Information

Suggested Training Environment

When scheduling a room for the training course, please keep in mind that Compunetix prefers not to train in a bridge room. The level of activity and noise in a bridge or operations room are not conducive to productive training. Items to consider for inclusion in the training room:

- A telephone to be used as an operator phone.
- 2 or 3 additional telephones (not including the operator phone) to be used to dial in or to be called from the system.
- A whiteboard or a blank wall (one with nothing on it) to be used to project onto.
- A Windows Operator Client (WOC) or a way for connecting a WOC (e.g., a network connection to connect via TCP/IP, etc.).

Compunetix also requests that the room for training be large enough to accommodate the number of students to be trained.

Training Prerequisite

Trainees attending the Summit WOC training course should already be familiar with using Windows.

Course Start and End Time

Typically the WOC training course starts at 8:00am (or 9:00am) and finishes at 5:00pm, but times can be adjusted to match the typical hours of the operations staff.

Minimum and Maximum Number of Trainees

The minimum number of trainees per course is four (4) and the maximum is eight (8).

Typical Course Agenda

Day 1

Introduction and Overview of the CONTEX Summit System

During the introduction trainees are introduced to Compunetix and the installed system as well as the agenda for the two (2) days.

Lesson 1: Orientation

Trainees are given the basic terminology for the course. They also learn the different methods of connecting a Windows Operator Client (WOC) station. Additionally, the main screen and its components are introduced. Trainees are also shown how to establish an operator phone connection.

Lesson 2: Basic Conference Control

Trainees are shown how to access the Conference Control window. The window is broken down and described and students are taught the functionality of the standard function buttons. Trainees are shown how to set up attended progressive and preset conferences.

Lesson 3: Unattended Conferences

Trainees are introduced to the types of unattended conferences supported by the CONTEX products. They are shown how to access the Unattended Conference Directory window. The components of the window are broken down and described and each of the available function buttons is described. Additionally, trainees are shown how to create new passcode or DNIS unattended conferences.

Lesson 4: Managing Participants

Trainees are shown the group and super function buttons available at the Conference Control window. They are shown how to create a sub conference, how to open all lines within the conference, call all parties at once, how to mute all lines within the conference except those of the speakers. For both group and super functions, trainees are given practical examples of how each group or super function button could be used.

Lesson 5: Attended Dial-in Conferences

Trainees are shown how to open the Answer Calls window. The window components are broken down and described and each of the function buttons is described and used. From the Answer Calls window, trainees are shown the different steps for processing incoming calls.

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Lesson 6: Managing Conferences

Trainees are shown how to switch from conference to conference; how to acknowledge signals; how to view idles and conference information; how to use conference alert and auto activation; how to instruct a conferee to secure and un-secure a conference; how instruct a conferee how to mute and un-mute their line; and how to instruct a conferee how to mute all other lines within the conference and then un-mute them.

Lesson 7: Managing Directories

Trainees are shown how to manage the DNIS/DID directory as well as the Name and Phone directory. The DNIS/DID Directory window and Name and Phone Directory windows are discussed in detail.

Lesson 8: Managing the WOC

Trainees are shown how to verify their WOC version, connect/disconnect their operator phone, change their operator default number, set system parameters, alter sound settings, view the operator action file, and view log files.