

## TRAINING

### ADMINISTRATOR TRAINING PROGRAM

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#### PREREQUISITES

- Availability of a PC
- High speed Internet connection
- Copy of the [Administrator Manual](#)

#### OBJECTIVES

At the end of this activity, participants will have acquired knowledge about the following aspects:

- [Manipulate the meeting room's files](#)
- [Voice and recording](#)
- [WEB site configuration procedure](#)
- [Personalization procedure](#)
- [Softwares installation procedures](#)
- Activation codes management
- [Training programs](#)
- [CRM applications integration and email interfaces](#)
- [Technical support self service](#)
- Renewing service contract for updates and yearly support

#### DOCUMENTATION

- [Administrator's Manual](#)

#### DURATION

Approximately three hours

#### PLAN

1. [Manipulate the meeting room's files](#)
2. [Voice and recording](#)
3. [WEB site configuration procedure](#)
4. [Personalization procedure](#)
5. [Softwares installation procedures](#)
6. [Training program](#)
7. [CRM applications integration and email interfaces](#)
8. [Technical support](#)