



Training for Clients

Jump Start to Hosted

During this training, you will learn how to access BullsEye's VoIP Portal to manage your VoIP service including call routing, recording and uploading greetings, Auto Attendant and Hunt Group configuration and calling features such as call forwarding and voice messaging.

Duration: 1 hour

Audience: Customer's Group or Enterprise Administrator

BullsEye Handset Training

During this training, you will learn about the features and functions of your BullsEye handset. Topics range from placing and answering a call through call hold, transfer, conferencing, voicemail management and more!

Duration: 30 minutes

Audience: End Users

BullsEye Unified Communications

During this training, you will learn about BullsEye's Unified Communications for desktop and mobile applications. Topics range from contact management, chat, placing/receiving calls, group chat, conference calling, My Room collaborative conferencing, video conferencing, desktop sharing and more.

Duration: 30 minutes

Audience: End Users

Call Reporting & Recording

During this training, you will learn about BullsEye's Call Reporting and Recording portal where detailed call records can be pulled. Topics range from accessing the Call Reporting and Recording portal, pulling call detail records, playing back call recordings, annotating, labeling groups and extensions and more!

Duration: 30 minutes

Audience: Administrators

Maximizing the Power of MBA

During this training you'll learn about the features of My BullsEye Account (MBA), BullsEye's online portal for customers and partners, delivering a user-friendly experience to help you more effectively manage your telecommunications. During this session you'll learn how to:

- Use the free tools available to help you quickly resolve service issues, submit service requests and check order status.
- Review billing, invoices and call detail records.
- Access reports to review your telecom spend, analyze billing, identify usage patterns and right-size your telecom.

Duration: 1 hour

Audience: Decision Makers, Help Desk staff, Service Requestors, Accounts Payable/Finance staff

**To find out more information, or to schedule a training
please email Training@BullsEyeTelecom.com.**