

Virtual Office Advanced Topics and Troubleshooting



Data sheet & course description

Virtual Instructor-Led Training

This course combines discussions and group activities with hands-on practice to give students the necessary knowledge and skills to support and troubleshoot Virtual Office solutions.

Performance Objectives

At the end of this course, students will be able to:

- Identify and troubleshoot Call Quality issues
- Perform zone fault isolation
- Describe the six steps used as a basic approach to troubleshooting
- Identify troubleshooting tools
- Identify and troubleshoot physical connections issues
- Identify and troubleshoot networking issues
- Configure Call Log Reporting

Course Topics

- Troubleshooting basics
- Troubleshooting tools and testing
- Troubleshooting physical connections
- Network Troubleshooting
- Reporting

Recommended Prerequisites

Virtual Office Administration and Configuration

Target Audience

System Administrators responsible for supporting and maintaining Virtual Office Solutions

Course Length

6 Hours

Training Units

15 per person