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| Fuzer Training Request FormPlease fill in this document with detailed information about your request and send it back by e-mail to training@fuzer.net. By sending this document, you certify that the prerequisites will be fulfilled at least 2 days in advance. In case the trainer goes on site and the prerequisites are not met, the training will be charged. The trainer won’t be allowed to make any structural change to make the system work. Additionally, in case the training is cancelled with only 2 days notice, Fuzer has the right to invoice the training. |
| **General Information** |
| Training title | Pure Cloud training (1/2 day) |
| Max Nr of participants | 8 participants |
| PO number |  |
| Number of participants for the training |  |
| Customer Name |  |
| Customer Address (training address) |  |
| Parking place reserved (yes/no) |  |
| Customer contact name |  |
| e-mail |  | phone |  |
| Partner Project Manager |  |
| e-mail |  | phone |  |
| Partner Implementation Manager |  |
| e-mail |  | phone |  |

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| **Propose below some dates for the training requested**  |
| ***Warning :*** *The Training must be planned at least 3 weeks in advance*  |

Notes:

* Don’t forget to specify the needs in the next page. If not mentioned, the training will cover only default topics and a session of questions and answers will be organised at the end.
* Make sure the prerequisites described below are fulfilled.

**Fuzer Pure Cloud training needs.**

Fill in the table below to specify the topics to cover, considering that the trainer will be present for 4 hours

|  |  |  |
| --- | --- | --- |
| Content | EstimatedDuration | Learn how to... |
| Overview of end-user profiles | 50 min | End-user profiles characteristics |
| Pure Cloud Voicemail configuration | 25 min | How to use voicemail and configure it for users |
| Use of shortcodes | 25 min | Overview of useful shortcodes |
| Connect Me | 25 min | Introduction and use of ConnectMe |
| Exercices | 30 min | Exercises with physical phones and ConnectMe application |
| Fleet manager | 25 min | What is the fleet manager, limitations and features |
| SMP and fleet manager | 60min | - log into the fleet manager- change users/phones/extensions- change profile parameters |

**Fuzer Pure Cloud training**

* Target Audience
	+ The Pure Cloud training is intended for those who will use Pure Cloud and also for the ones who are responsible to manage the Pure Cloud solution powered by Escaux technology. The participants are required to have experience in IT application administration and low technical knowledge.
	+ Maximum 8 people
* Goal

This training gives an overview of what Pure Cloud consists in, the end-user profiles, Pure Cloud voicemail configuration and management, the use of shortcodes. It contains exercises with physical phones and ConnectMe application. The participants will be introduced to the Fleet manager dashboard on the SMP for day-to-day tasks. The participants will also learn how to configure and use the ConnectMe application. After the training, the participants will be able to use the Service Management Platform (the Fleet Manager dashboard) to configure and update user parameters and to answer questions from end users.

* Prerequisites
	+ Meeting room with beamer
	+ Internet access to the SMP for the trainer
	+ Telephony system up and running
	+ SOP installed and connected to the SMP
	+ A PC with Connect Me connection (if applicable)