

Oria (MiCloud Management Portal) Custom Remote Leader-Led

Mitel Part Number

50278523

Scansource Part Number

5028523

Duration

4 hours

Overview

The Oria / MiCloud Management Portal (MMP) Customer Administration course provides information for Customer Administrators to perform day-to-day Customer-level data management.

Topics

The following topics are covered during this training:

Course Introduction

- discusses how to navigate within the modules, provides a high-level overview and an outline of the modules, and shows how to find documentation and help.

MMP Portals

- provides an overview of MMP, how to log into the system, and discusses terminology that is used.

Customer Administration Portal

- provides an overview of the MMP Customer Administration portal and its navigation.

Users and Shared Devices

– Creating Users in MMP is the major topic. Creating Users, Hot Desk Users and Shared Devices is discussed.

Call Groups

- defines the different Call Groups, their rules of operation, and how to implement each in MMP. Hunt Groups, Ring Groups, Page Groups, Pickup Groups, and Key System Hunt Groups are discussed.

Advanced Features

– discusses the tools on the Advanced Tab. Call Rerouting, programming Company Speed Dial Numbers, and manage the Music on Hold (MOH) capability are discussed.

End User Portal

- provides an overview of the MMP End User portal and its navigation.

Cancellation Policy for Remote Leader-Led Training

Please note that if you need to reschedule or cancel remote leader-led training you will be subject to a cancellation fee.

Classes cancelled or rescheduled within 10 business days will be required to pay 50% of the cost.

Classes cancelled or rescheduled within 5 business days will be required to pay 100% of the cost.

