

Telecommunications Coordinator Training

Date: Thursday, June 3, 2010
9:00 a.m. to 12 noon
1:00 p.m. – 4:00 p.m.

Location: Capital City Center, Computer Lab
130 West Mason Street
Springfield, Illinois

Introduction to EMS:

Intended Audience: Introductory class for newly appointed agency Telecommunications Coordinators and those acting as "back-up" for the Primary Coordinators.

9:00 a.m. to 12 noon

Training Description:

- Logging On to Web-Based Application
- User IDs – New/Change/Delete Account
- Changing Passwords
- Resetting Passwords
- Conducting Inventory Searches – The Do's and Don'ts
- Checking Status of Request – Using SR Query Search
- Tables Tabs – How to Use Them
 - * Catalog Groups Table
 - * Location Code Table
 - * Cost Center Code Table
 - * Catalog Code Table
 - * Personnel Table
 - * Charge Category Table
- Billing – Charge Summary
- Q & A

Advanced EMS:

Intended Audience: Experienced Telecommunications Coordinators who have worked in the application and need to develop better reporting skills and become more familiar with billing, manual charges, and call costing.

1:00 p.m. to 4:00 p.m.

Training Description:

- Reports – Creating and Running Reports
- Cost Center Code – Process to Add, Delete and Change
- Billing
- Manual Charges – Current and Past
- Call Costing – Call Detail and Call Detail Query Views
- Security
- Q & A

AT&T CentrexMate and Verizon Centranet:

Overview: AT&T CentrexMate allows agency Telecom Coordinators to manage AT&T Centrex lines and feature arrangements. Sessions will cover both analog and digital (p-phone) lines. Verizon Centranet programming will also be discussed.

9:00 a.m. to 12:00 a.m. - OR - 1:00 p.m. to 4:00 p.m.

Training Description:

- AT&T CentrexMate: Log in and basic features
- Programming lines (CMS100, 5ESS, EWSD, 1AESS)
- P-Phone training
- Verizon Centranet (GTD5)
- Q&A

Enroll Now! On-Line Enrollment: <http://www.zoomerang.com/Survey/WEB22ALKDACVP5>

Training facilities limit each class to 20 participants. Register early to guarantee your participation!

Enrollment Cut-Off Date:

May 21, 2010

EMS Contact:

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A&T CentrexMate and Verizon Centranet Contact:

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