Zultys Certified Systems Expert (ZCSE) Part I - Deployment and Management

Purpose

The **Zultys Certified Systems Expert (ZCSE)** is an official Zultys vendor certificated technical training course, and is designed to ensure that authorised Zultys Channel Partners are trained to deliver and install all Zultys solutions to the highest level of customer satisfaction.

Part I – Deployment and Management will provide Resellers with the capability of deploying a customer's system with the most commonly used functionality.

Pre-Requisite

- This course is only available to technical personnel of an authorised Zultys Channel Partner.
- Attendees should be technical personnel with a level of experience that provides a thorough background in the base technical concepts that form IP communications system implementation and configuration.
- Attendees are strongly encouraged to familiarise themselves with their demonstration system prior to attending the course.

Equipment Required

Please bring a Windows notebook with a mains power adapter and wired Ethernet port. All other equipment will be provided.

Course Outline:

An introduction to Zultys and Zultys products, a step by step guide to the provisioning and operation of the MX system and IP Phones. Key sections of Part I include:

- Zultys – company background
- Overview – enterprise IP Telephony solutions
- The Zultys competitive advantage
- Step by step configuration of all commonly used functions of MX
- Zultys IP phones configuration and operation
- MXIE installation and familiarisation
- Operator and ACD Group configuration and operation
- Integrated Contact Centre configuration and operation
- Automated Attendant configuration and operation
- MXnetwork – multisite configuration and operation