

RingCentral Training Services: RingCentral Office® End-User Basics Train the Trainer

Train the Trainer provides instruction, coaching, and feedback to prepare those who deliver the RingCentral Office End-User Basics training.



Training overview

This course will teach the core concepts of RingCentral Office features to training instructors so they can deliver the RingCentral Office End-User Basics course to internal staff. A RingCentral Training Specialist will help navigate the curriculum, answer training questions, review common training scenarios, and highlight and reinforce training best practices to ensure internal training is successful.

The Train the Trainer course provides individuals with not only the practical instructional techniques and confidence they need but also critical skills to facilitate learning and ensure retention.

Course objectives

- Provide knowledge and skills in a way that is clear and easy to understand.
- Get helpful advice and guidance from a RingCentral Training Specialist.
- Equip instructors with both the abilities and confidence to train internal staff.

RingCentral Office End-User Basics Train the Trainer—Scope of Training

Cost	\$400
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Training delivery	Virtual
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Duration	1 hour
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Level	Intermediate
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Who should attend	Trainers
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Agenda

- Explaining the Welcome Email and Account Activation
 - Reviewing the content displayed in welcome email
 - What to do with an expired link
 - Login credentials
 - Getting started with express setup
- Training “Calling from Anywhere”
 - Making an outbound call (desk phones, computer apps, mobile apps)
 - Flipping/switching a call from one phone to another
 - Transferring calls
 - Adding calls
 - Parking a call
 - Using presence to tell if someone is available
 - Checking voicemails (desk phones, computer apps, mobile apps)
- Explaining How Users Manage Their RingCentral Online Account
 - How to add speed dials (favorites) to desk phones
 - Simultaneous or sequential ring
 - Adding numbers to incoming call flow
 - Routing calls to others while out of the office
 - Setting message notification preferences
 - Setting voicemail greeting
- Training “Collaborating and Conferencing”
 - How to start an instant RingCentral meeting
 - Join someone else’s RingCentral meeting
 - Schedule and invite others to your RingCentral meeting
 - How to use the same ID for multiple RingCentral meetings
 - Recording a video meeting
 - Sharing your screen (one program or entire desktop)
 - Managing RingCentral meeting participants
 - Using audio conferencing
 - How to start an audio conference
 - Where to find the host and participant codes
 - How to invite via text or email
 - Managing audio conference participants
- Training “Messaging” (SMS, Fax, Chat)
 - How to start an individual or group chat
 - Bookmarking a chat to find it later
 - Sending files, gifs, and emojis
 - Converting a chat into a phone call or video meeting
 - How to share notes
 - Assigning tasks from a chat message
 - Sending and receiving text messages (computer apps, mobile apps)
 - Sending and receiving fax messages (computer apps, email, mobile apps)
- Ongoing Training and Support
 - Where to go with questions
 - How to access additional resources

Prerequisite

Attend the RingCentral Office End-User Basics training before completing this add-on course.

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of global enterprise cloud communications, collaboration, and contact center solutions. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect from any location, on any device, and via any mode. RingCentral provides unified voice, video meetings, team messaging, digital customer engagement, and integrated contact center solutions for enterprises globally. RingCentral's open platform integrates with leading business apps and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.