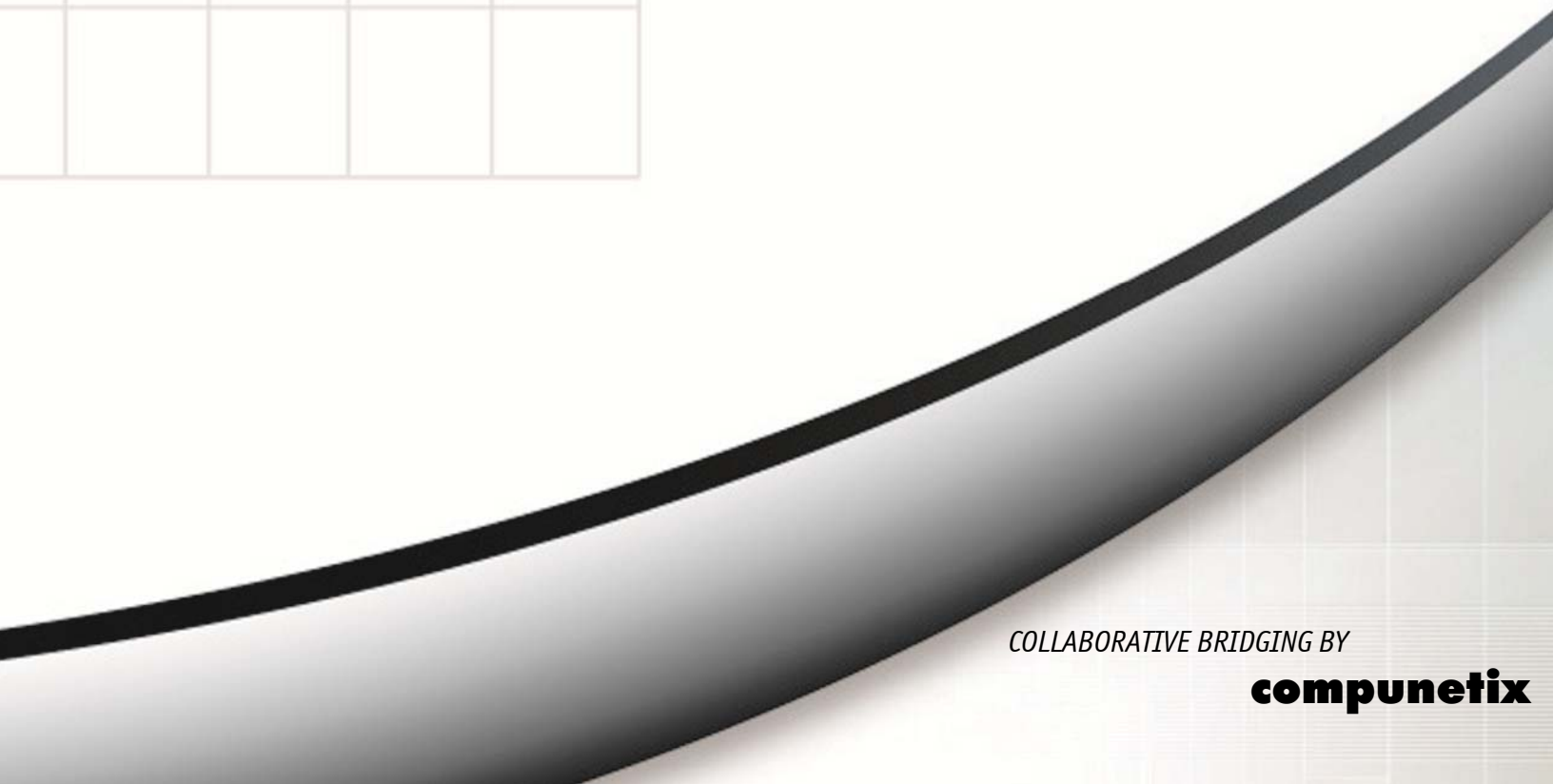




CONTEX[®] CDRP Operations Training Agenda



COLLABORATIVE BRIDGING BY

compunetix

CONTEX® Digital Record and Playback Training

The CONTEX Digital Record and Playback (CDRP) training course is designed to occupy ½ day. This ½ day course offers trainees an in-depth look at digital recording features available with the CDRP. The course blends lecture sessions with intensive hands-on periods, allowing each trainee maximum exposure to setting up users, recording conferences, access conference recordings and processing reports on the Compunetix CDRP.

General Training Information

Suggested Training Environment

When scheduling a room for the training course, please keep in mind that Compunetix prefers not to train in a bridge room. The level of activity and noise in a bridge or operations room are not conducive to productive training. Items to consider for inclusion in the training room:

- A telephone to be used to dial in for recording and playback purposes.
- A whiteboard or a blank wall (one with nothing on it) to be used to project onto.
- A Global Operator (GO) or a way for connecting a GO
- Access to the CDRP PC.

Compunetix also requests that the room for training be large enough to accommodate the number of students to be trained.

Training Prerequisite

Trainees attending the CONTEX Digital Record and Playback (CDRP) training course should already be familiar with using Windows™.

Course Start and End Time

Typically the CDRP training course starts at 8:00am and finishes at 12:00 noon, but times can be adjusted to match the typical hours of the operations staff. The following agenda is for the typical CDRP training course.

Minimum and Maximum Number of Trainees

The minimum number of trainees per course is four (4) and the maximum is eight (8).

Typical Course Agenda

Introduction to the CONTEX® CDRP

During the introduction trainees are introduced to Compunetix. The agenda for the day is also discussed. Additionally, trainees are introduced to the components of the installed system and how each works and is interrelated.

Setting up Users

Trainees are taught about the three levels of users for the CDRP: Conference Admin, System Admin, and User. They are then taught how to set up each type of user. They then review the privileges associated with each type of user.

Conferences and Recordings

Trainees are shown how to access the Conference List, Conference recordings, and conference details. For each recording, trainee are shown how to edit the recording name and description, access the recording information such as start and stop time of the recording. Additionally, trainees are shown how to publish a recording as well as upload a new file (in case the original needed to be edited).

Trainees are also shown how to listen to the participant list for any conference. The participant list reveals the recorded name (and additional) information for each party that dialed in for the playback of a conference and how to download the listener files.

CDRP Reports

Trainees are shown how to access and run CDRP reports such as number of calls, number of playbacks and recordings, account usage and system usage.

CDRP Configurations

Trainees are shown how to manage CDRP configurations for alarms, archiving, audio paths, backup features, bridge, log files, mail server, playback features, recording import features, and recording features.

Miscellaneous CDRP Features

Trainees are shown on to view and manage CDRP ports as well as view logs within the system. Additionally, they are shown how features such archiving and backing up and disk usage.