MAX Call-Taking
Operator Course Description

The MAX Call-Taking Operator course covers basic system operation and communication. Utilizing a variety of theory, demonstration and hands-on techniques, participants in the course learn to use the features and functions related to this system. After completing this course, operators should have the skills necessary to operator the MAX Call-Taking console. This course is generally one and a half hours in length.

The content assumes experience operating call taking communication consoles. Zetron only instructs on the operation of Zetron equipment; we will not train on standard industry dispatching practices.

Products Covered

This class covers the following Zetron systems and products:

- MAX Call-Taking Operation
- MAX Call-Taking Administration and Supervision

Training Environment

Classes are typically taught at the customer location(s). Zetron instructors bring a laptop PC and projector. The customer must provide a power source, writing surface (flipchart or whiteboard), and a projector screen or blank light-colored wall. Operator Training requires access to a configured, functional system and accompanying consoles. Operator Training is also available at Zetron’s Redmond, Washington facility; call for details.

Materials

At the beginning of class, students will receive

- The MAX Call-Taking Operator training materials.
- The MAX Call-Taking Operator manual

Class Topics

MAX Call-Taking System Overview

Intended audience: Administrators / Supervisors / Operators

- High-level introduction to the MAX Call-Taking system, including system equipment and system function concepts.

MAX Call-Taking Console

Intended audience: Administrators / Supervisors / Operators

- Console layout
  - Login
  - Sidebar
  - My Workspace
    - Call Buttons
      - Active Call Button

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• Call Events
• Caller History
• ALI Information
• On-Hold Call button
• On Hold Timer
• UnHold
• My Call History
• Park Calls
• Global Active Calls
• Call Queue
• Notification Bar
• Active Call Window
  • Send
  • Fixed Location
  • Location Verified
  • Rebid
  • Caller Notes
  • Call Notes
  • Call Events
  • Call Tags
  • Caller History
• Instant Recall Recorder
• TDD
• Taking Calls
• Holding and Parking Calls
• Making Calls
• Tranferring Calls

Terms and Conditions
Zetron makes every effort to deliver all scheduled classes, but we also reserve the right to reschedule or cancel classes at any time and to change instructors without notice. Zetron is not responsible for students’ travel or accommodation arrangements. Nearby hotel information, driving directions, and additional information are available at www.zetron.com.