

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

Operator courses are taught at the customer location(s). Zetron instructors typically train on the customer's actual MAX Call-Taking system whenever possible; however, if this is not an option for the customer, training may be performed by instructor presentation, either at the customer location or via remote webinar.

Materials

At the beginning of class, students will receive

- The MAX Call-Taking Operator training materials
- The MAX Call-Taking Operator manual (PDF)
- The MAX Call- Taking Quick Start Guide

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
 - Main User Interface
 - Chat View (If Text to 9-1-1 service is available at the PSAP)
 - Messages
 - Session Control

- My Call History View
 - Call Back Operation
 - Instant Recall Recorder (IRR) Playback
- Parked Calls View
- Supervisor View (Administrators and Supervisors only)
- System Call Activity View
 - Active Call Window
 - Call Events
 - Caller Notes
 - Caller History
 - ALI Information and Rebid
 - TTY / TDD
 - Instant Recall Recorder (IRR)
 - Dial Pad
 - Transfer Controls
 - Phone Book
 - Hold
 - Park
 - Global Active Calls
 - Call Queues
 - Notification Bar
- Taking Calls
- Holding and Parking Calls
- Making Calls
- Transferring Calls
- Abandoned Call Handling

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.