



# Directory Course

## Web-Based, Instructor-Led

### Course Description

This 2-hour course offers instruction to make moves, adds and changes to the Infotel<sup>®</sup> Select directory database; assign applicable security rights; and delete users. Additionally, the course offers instruction in the use of LDAP/ Active Directory / Cisco Directory / TM Director imports, as applicable.

### Course Cost

\$250

### Product and Versions

This course is offered to customers with any version of Infotel<sup>®</sup> Select.

### Course Content

#### Directory Structure

- ✓ Understanding the structure
- ✓ Deciding what structure will work best for YOUR Company

#### Directory Editing

- ✓ Adds, Moves, Changes and Deletes
- ✓ Understanding the easiest way to edit your directory
- ✓ Options abound! – What fields do YOU need in the directory?

#### Importing Options From:

- ✓ A Flat File/Excel Worksheet
- ✓ LDAP
- ✓ Active Directory
- ✓ Cisco Directories
- ✓ TM

#### Security – What is SA and who should have it?

- ✓ Issuing the rights of the user
- ✓ What is required / what is not?
- ✓ Knowing how to keep your directory secure

#### What's Next?

- ✓ How do I keep on top of things?

Knowledge of desired organizational hierarchy (departments, cost centers, etc.) and determination of how data will be initially entered into Infotel<sup>®</sup> Select and maintained on an ongoing basis (manual input or automated imports).

### Who Should Attend?

*Any Infotel<sup>®</sup> Select user responsible for administering the directory.*



### Additional web-based training courses, including but not limited to:

- ✓ Basic Report Course
- ✓ Advanced Report Course
- ✓ Business Intelligence Report Course
- ✓ Call Rating (Pricing) Course

**Hands-On Lab Exercise:**  
Configuring one cost center's and department's directory

Please contact the  
**ISI National Technical Assistance Center**  
at  
**800.326.6183**  
for more information.