

3CX Advanced Training



Purpose

The 3CX Advanced technical training course is for Resellers who are active or planning to become active in the software based PBX market segment.

Pre-Requisite

Knowledge of Microsoft's networking technologies and concepts and preferably completed the 3CX Introductory Training.

Equipment Required

All equipment will be provided. Optionally you may bring your own notebook/laptop.

Course Outline

- Evaluate options available for defining extension behaviour.
- Understand further the mechanisms of IP phone Provisioning with 3CX.
- Evaluate options available for defining extension behaviour.
- Understand 3CX software phone configuration.
- Develop full understanding of complexities of remote extensions including strategies to deploy them in a simple manner.
- Understand what to look for in order to deliver some support for phones and providers that are not in the formal supported device and provider lists.
- Set up a full blown intelligent dial plan as well as source identification strategies for DID/DDI.
- Get to grips with set up of Internet gateways and diagnosis of issues impacting proper provider or SIP trunk setup.



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