



Fuze End User Self-service Enablement Guide



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Welcome

Welcome to the Fuze End User Self-service Enablement Guide!

This document is designed to walk you through the process of completing a variety of training courses which may apply to you as a user of the Fuze platform, thus preparing you to utilize Fuze applications and associated hardware. The learning paths defined are recommended for a complete understanding of the Fuze platform based on different types of roles within an organization.

To begin, use the Table of Contents above to quickly jump to the role that most closely relates to your current position, view the recommended courses which may apply to your use of the Fuze platform, and jump directly to the training videos for each course by selecting the appropriate course box. You will be directed to a list of training videos for the selected course. Each video is based on a specific task and are listed in the order we recommend viewing them; however, you can also choose to watch only the videos that interest you.

Associated training course materials, including training course guides and quick reference guides, are available for downloading from our [Fuze Help Center](#). Direct links to the associated training videos have been provided within this guide for your ease in navigation, however they may also be viewed in our Fuze Help Center.

We hope you enjoy your enablement journey! If there's anything at all we can do to assist you along the way, feel free to reach out to training@fuze.com.

Good luck!

Cynthia Garcia
Director, Global Enablement

Information Worker

This persona reflects the majority of the unified communication users in a company. These workers require most of the end user product functionality to complete their jobs. They make and receive both internal and external calls. They require voicemail, transfers, and other core functionality. This persona typically utilizes a desk phone, softphone, mobile phone, and headset. This persona can be based at a static location, either office or home, or they can be field workers that travel from location to location.

Fuze Desktop/Web Essentials and Beyond

This course is designed for users of Fuze Desktop and/or Fuze Web to gain a complete understanding of how to utilize the application to collaborate with coworkers through the softphone, chat, and meetings. It begins with an overview of the application and some general functionality. The softphone training videos include guidance on making, receiving, and managing audio calls with video and content-sharing options. The chat training videos include guidance on sending and receiving instant messages, as well as creating and managing group chats. The meetings training videos include instructions on how to schedule and join interactive video meetings and webinars. In addition, meeting recordings, Fuze for Chrome, the Outlook Calendar add-in, and Fuze Rooms are also discussed. Additional training videos are provided to guide the user through setting the various available configuration options, as well as inviting and managing Fuze Guests for those wishing to communicate with external contacts.

Fuze Mobile

This course is designed for users of the Fuze Mobile application. It includes training videos that provide instructions for both Androids and iPhones, including downloading and configuring the mobile application, making, receiving, and managing calls using the softphone, sending and receiving instant messages, creating, scheduling, and joining meetings, and how to configure settings. Additional training videos also provide guidance on inviting external guests to use Fuze.

Fuze for Poly Phones

This course is designed for users of supported Poly (formerly Polycom) desk phones, including VVX 50, 300, 400, 500, and 600 model series. It provides training videos on the phone layout, placing, receiving, and managing calls, setting up and accessing voicemail, managing and utilizing the contact directory, and utilizing additional features, such as Do Not Disturb.

Fuze for Yealink Phones

This course is designed for users of supported Yealink desk phones, including T41, T42, T46, and T48 model series, as well as the W52, W56, and W60 model series. It provides training videos on the phone layout, placing, receiving, and managing calls, setting up and accessing voicemail, managing and utilizing the contact directory, and utilizing additional features, such as Do Not Disturb.

Executive

This persona represents the majority of high-level management positions within an organization. These individuals require the entire suite of end user product functionality. They need to be fully accessible from any location utilizing the same functionality regardless of device. This persona may require a desk phone in multiple offices including a home office and may also require a mobile option. Their communications are often managed by an Administrative Assistant persona.

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Fuze View

This course is designed for users of the Fuze View data application. It includes training videos that provide instructions for users needing access to up-to-the minute data. Detailed training videos describe how to view data on user adoption, as well as retrieving and filtering call, meeting, and queue data.

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Administrative Assistant

This persona typically supports a specific individual or a team of senior-level employees. They are required to facilitate communications and meetings for others as well as themselves, so they require advanced call handling functionality. They communicate internally as well as with individuals outside the company. This persona may require a desk phone, softphone, and a headset. They are based in an office at a desk.

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Receptionist

This persona typically manages inbound telephony for general numbers to a company. Unlike a call center, this persona will field general inbound calls and will route callers to appropriate parties within the company. They will also place outbound calls and may require their own extension. This persona may use a softphone, a desk phone with a side car, the Fuze Contact Center attendant console, and/or a headset. They are typically based in a cubical or office space at corporate HQ.

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Fuze Contact Center for Attendants/Receptionists

This course is designed for attendants/receptionists who will utilize the Fuze Contact Center application to manage incoming calls. This customizable interface provides the ability to successfully manage and transfer calls to the appropriate user extensions via the drag-and-drop feature, as well as manage multiple calls simultaneously.

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Call Center Supervisor

This persona reflects users that work in a collective environment, dealing with inbound and outbound calls in large volumes managed by call queues. This persona also includes the management of users, queues, and analytics. Metrics such as the average speed to answer, number of calls in queue, and talk time are carefully measured. While internal communications are required, they primarily deal with external communications. They are office-based users who may utilize a desk phone or softphone, and a headset.

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Fuze Contact Center for Supervisors

This course is designed for users of the Fuze Contact Center application. Fuze Contact Center offers the ability to monitor agent and queue statistics. The application supports inbound and outbound contact center management and has a configurable interface with drag and drop features. Fuze Contact Center can be used to view call statuses, and to create extension directories to filter agent visibility.

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Call Center Agent

This persona reflects users that work in a collective environment, dealing with inbound and outbound calls in large volumes managed by call queues. Metrics such as speed to answer, number of calls in queue, and talk time are carefully measured. While internal communications are required, they primarily deal with external communications. Often, they require a desk phone and headset. They are office-based users who typically work normal business hours. They may utilize a desk phone or softphone, and a headset.

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Fuze Desktop/Web Videos

Video Name and Link	Length
Fuze Desktop/Web Softphone - Application Overview	2:29
Fuze Desktop/Web Softphone - Setting Presence	2:07
Fuze Desktop/Web Softphone - Placing a Call	1:59
Fuze Desktop/Web Softphone - Receiving a Call	2:13
Fuze Desktop/Web Softphone - Adding a Contact	1:46
Fuze Desktop/Web Softphone - Managing the People List	1:03
Fuze Desktop/Web Softphone - Initiating Video During a Call	0:49
Fuze Desktop/Web Softphone - Screen Sharing During a Call	0:57
Fuze Desktop/Web Softphone - Transferring a Call	2:13
Fuze Desktop/Web Softphone - Merging a Call	1:01
Fuze Desktop/Web Softphone - Audio Conferencing	1:10
Fuze Desktop/Web Softphone - Messaging During a Call	1:50
Fuze Desktop/Web Softphone - Sending an SMS	1:13
Fuze Desktop/Web Softphone - Contact Insights	1:11
Fuze Desktop/Web Softphone - Viewing Call History	0:59
Fuze Desktop/Web Softphone - Accessing Voicemail	1:33
Fuze Desktop/Web Softphone - Configuring Settings	4:32
Fuze Desktop/Web Softphone - Accessing Help and Signing Out	1:18
Fuze Desktop/Web Softphone - Viewing and Utilizing a Queue	3:01

Fuze Desktop/Web Videos (continued)

Video Name and Link	Length
Fuze Desktop/Web Chat - Application Overview	1:51
Fuze Desktop/Web Chat - Setting Presence	2:15
Fuze Desktop/Web Chat - Configuring Chat Notification Sounds	1:17
Fuze Desktop/Web Chat - Receiving and Sending an Instant Message	3:00
Fuze Desktop/Web Chat - Connecting Accounts	1:06
Fuze Desktop/Web Chat - Creating Group Chats	1:40
Fuze Desktop/Web Chat - Configuring Group Chats	2:40
Fuze Desktop/Web Chat - Contact Insights	1:17
Fuze Desktop/Web Chat - Searching Chat Messages	1:20
Fuze Desktop/Web Chat - Inviting Guests to Fuze	1:41
Fuze Desktop/Web Chat - Accepting a Fuze Guest Invitation	1:11
Fuze Desktop/Web Chat - Managing Guests	1:20
Fuze Desktop/Web Chat - Accessing Help and Signing Out	1:18

Fuze Desktop/Web Videos (continued)

Video Name and Link	Length
Fuze Desktop/Web Meetings - Application Overview	1:58
Fuze Desktop/Web Meetings - Joining a Meeting	2:26
Fuze Desktop/Web Meetings - Starting Instant Meetings	2:09
Fuze Desktop/Web Meetings - Placing and Receiving Video Calls	1:06
Fuze Desktop/Web Meetings - Scheduling Meetings	2:51
Fuze Desktop/Web Meetings - Connecting to an External Calendar	1:05
Fuze Desktop/Web Meetings - Utilizing the Fuze for Chrome Extension	1:45
Fuze Desktop/Web Meetings - Utilizing the Outlook Add-In	1:49
Fuze Desktop/Web Meetings - Creating Webinars	2:27
Fuze Desktop/Web Meetings - Viewing Meeting Participants	0:56
Fuze Desktop/Web Meetings - Communicating in a Meeting	1:14
Fuze Desktop/Web Meetings - Utilizing the Control Panel	0:58
Fuze Desktop/Web Meetings - Utilizing the Call Me Feature	1:10
Fuze Desktop/Web Meetings - Sharing Content in Meetings	1:56
Fuze Desktop/Web Meetings - Utilizing the Content Locker	1:08
Fuze Desktop/Web Meetings - Utilizing the Presenter Options	0:51
Fuze Desktop/Web Meetings - Utilizing the Participants List	1:21
Fuze Desktop/Web Meetings - Returning to the Home Screen	0:45
Fuze Desktop/Web Meetings - Accessing and Sharing Recordings	2:05
Fuze Desktop/Web Meetings - Configuring Meeting Settings	3:32
Fuze Desktop/Web Meetings - Creating Vanity Links	0:58
Fuze Desktop/Web Meetings - Accessing Help and Signing Out	1:14
Fuze Desktop/Web Meetings - Utilizing Fuze Rooms	2:30

Fuze Mobile Videos

Video Name and Link	Length
Fuze Mobile - Application Overview	2:51
Fuze Mobile - Uploading a Profile Picture and Setting Presence Status	2:15
Fuze Mobile - Sending Instant Messages	1:55
Fuze Mobile - Receiving Notifications	0:50
Fuze Mobile - Sharing Files to a Fuze Conversation	0:53
Fuze Mobile - Sending an SMS	1:15
Fuze Mobile - Contact Insights	1:34
Fuze Mobile - Adding a Contact	1:14
Fuze Mobile - Placing a Call from the People List	0:45
Fuze Mobile - Placing a Call While on Another Call	0:54
Fuze Mobile - Merging Calls	0:41
Fuze Mobile - Initiating a Conference Call	0:57
Fuze Mobile - Receiving an Incoming Call	1:01
Fuze Mobile - Performing a Transfer Now	1:02
Fuze Mobile - Performing a Call First Transfer	0:57
Fuze Mobile - Changing an Active Call to Another Device	0:54
Fuze Mobile - Configuring Voice Calling Modes	2:20

Fuze Mobile Videos (continued)

Video Name and Link	Length
Fuze Mobile - Configuring Settings	2:16
Fuze Mobile - Listening to Voicemail	1:04
Fuze Mobile - Joining and Exiting a Fuze Meeting	1:33
Fuze Mobile - Setting up an Instant Meeting	0:47
Fuze Mobile - Initiating Video and Screen Sharing During an Active Call	0:54
Fuze Mobile - Scheduling a Meeting	2:12
Fuze Mobile - Using Participant Options	1:31
Fuze Mobile - Managing an Active Meeting	2:34
Fuze Mobile - Activating Car Mode	0:53
Fuze Mobile - Returning to the Home Screen During a Meeting	0:44
Fuze Mobile - Inviting Guests	2:09
Fuze Mobile - Accessing Support	1:22
Fuze Mobile - Sharing Files to a Fuze Conversation	0:53

Fuze View Videos

Video Name and Link	Length
Fuze View - Overview, Signing In, and Layout	4:27
Fuze View - Retrieving Data by Department or User	4:35
Fuze View - Retrieving Data by Queue or Agent	5:59
Fuze View - Retrieving Data by Extension	2:49
Fuze View - Utilizing the Fuze Data API	1:03
Fuze View - Accessing Help	0:47

Fuze for Poly VVX 50 Series Videos

Video Name and Link	Length
Fuze for Poly VVX 50 Series - Available Views	1:55
Fuze for Poly VVX 50 Series - Buddy Lists	1:37
Fuze for Poly VVX 50 Series - Call Management	2:09
Fuze for Poly VVX 50 Series - Call Parking	1:02
Fuze for Poly VVX 50 Series - Conference Calls	2:06
Fuze for Poly VVX 50 Series - Do Not Disturb	1:01
Fuze for Poly VVX 50 Series - Forwarding Calls	1:19
Fuze for Poly VVX 50 Series - Hoteling	0:45
Fuze for Poly VVX 50 Series - Poly VVX 150 Device Overview	2:18
Fuze for Poly VVX 50 Series - Poly VVX 250 Device Overview	2:18
Fuze for Poly VVX 50 Series - Poly VVX 350 Device Overview	2:19
Fuze for Poly VVX 50 Series - Poly VVX 450 Device Overview	2:19
Fuze for Poly VVX 50 Series - Setting up and Accessing Voicemail	1:33
Fuze for Poly VVX 50 Series - Transferring Calls	1:22
Fuze for Poly VVX 50 Series - Utilizing the Contact Directory	2:23

Fuze for Poly VVX 300 Series Videos

Video Name and Link	Length
Fuze for Poly VVX 300 Series - Device and Screen Layout	5:18
Fuze for Poly VVX 300 Series - Placing, Answering, and Managing Calls	2:04
Fuze for Poly VVX 300 Series - Transferring Calls	1:45
Fuze for Poly VVX 300 Series - Conference Calls	2:23
Fuze for Poly VVX 300 Series - Forwarding Calls	1:11
Fuze for Poly VVX 300 Series - Setting Up and Accessing Voicemail	1:18
Fuze for Poly VVX 300 Series - Searching and Editing Within Contact Directory	2:13
Fuze for Poly VVX 300 Series - Do Not Disturb	1:18
Fuze for Poly VVX 300 Series - Buddy List	2:34
Fuze for Poly VVX 300 Series - Call Parking	1:01
Fuze for Poly VVX 300 Series - Hoteling	0:50
Fuze for Poly VVX 300 Series - Sidecars	1:24
Fuze for Poly VVX 300 Series - Large Directory	1:55

Fuze for Poly VVX 400 Series Videos

Video Name and Link	Length
Fuze for Poly VVX 400 Series - Device and Screen Layout	5:03
Fuze for Poly VVX 400 Series - Placing, Answering, and Managing Calls	2:33
Fuze for Poly VVX 400 Series - Transferring Calls	1:50
Fuze for Poly VVX 400 Series - Conference Calls	2:09
Fuze for Poly VVX 400 Series - Forwarding Calls	1:17
Fuze for Poly VVX 400 Series - Setting Up and Accessing Voicemail	1:20
Fuze for Poly VVX 400 Series - Searching and Editing Within Contact Directory	2:34
Fuze for Poly VVX 400 Series - Do Not Disturb	1:03
Fuze for Poly VVX 400 Series - Buddy List	2:33
Fuze for Poly VVX 400 Series - Call Parking	1:02
Fuze for Poly VVX 400 Series - Hoteling	0:53
Fuze for Poly VVX 400 Series - Sidecars	1:23
Fuze for Poly VVX 400 Series - Large Directory	1:47

Fuze for Poly VVX 500 Series Videos

Video Name and Link	Length
Fuze for Poly VVX 500_600 Series - Device and Screen Layout	4:22
Fuze for Poly VVX 500_600 Series - Placing, Answering, and Managing Calls	2:38
Fuze for Poly VVX 500_600 Series - Transferring Calls	2:06
Fuze for Poly VVX 500_600 Series - Conference Calls	2:40
Fuze for Poly VVX 500_600 Series - Forwarding Calls	1:25
Fuze for Poly VVX 500_600 Series - Setting Up and Accessing Voicemail	1:40
Fuze for Poly VVX 500_600 Series - Searching and Editing Within Contact Directory	2:40
Fuze for Poly VVX 500_600 Series - Do Not Disturb	1:21
Fuze for Poly VVX 500_600 Series - Buddy List	3:07
Fuze for Poly VVX 500_600 Series - Call Parking	1:02
Fuze for Poly VVX 500_600 Series - Hoteling	1:02
Fuze for Poly VVX 500_600 Series - Sidecars	1:26
Fuze for Poly VVX 500_600 Series - Large Directory	1:57

Fuze for Yealink Series Videos

Video Name and Link	Length
Fuze for Yealink T41P_T42G Series - Device and Screen Layout	4:00
Fuze for Yealink T41P_T42G Series - Placing, Receiving, and Managing Calls	2:57
Fuze for Yealink T41P_T42G Series - Transferring Calls	1:27
Fuze for Yealink T41P_T42G Series - Conference Calls	2:35
Fuze for Yealink T41P_T42G Series - Setting Up and Accessing Voicemail	1:51
Fuze for Yealink T41P_T42G Series - Searching and Editing Within the Contact Directory	2:16
Fuze for Yealink T41P_T42G Series - Additional Features and Capabilities	2:18
Fuze for Yealink T46G Series - Overview, Benefits, and Layout	2:49
Fuze for Yealink T46G Series - Call Management	5:47
Fuze for Yealink T46G Series - Setting Up and Accessing Voicemail	1:16
Fuze for Yealink T46G Series - Searching and Editing within the Contact Directory	1:56
Fuze for Yealink T46G Series - Additional Features and Capabilities	2:23
Fuze for Yealink T48G Series - Benefits and Layout	2:19
Fuze for Yealink T48G Series - Call Management	5:53
Fuze for Yealink T48G Series - Setting Up and Accessing Voicemail	1:25
Fuze for Yealink T48G Series - Searching and Editing within the Contact Directory	1:44
Fuze for Yealink T48G Series - Additional Features and Capabilities	2:20

Fuze for Yealink Series Videos (continued)

Video Name and Link	Length
Fuze for Yealink W52P Series - Overview and Layout	3:43
Fuze for Yealink W52P Series - Call Management	4:56
Fuze for Yealink W52P Series - Setting Up and Accessing Voicemail	1:42
Fuze for Yealink W52P Series - Searching and Editing within the Contact Directory	1:45
Fuze for Yealink W52P Series - Additional Features and Capabilities	1:02
Fuze for Yealink W60P/W53P Series - Overview and Layout	3:12
Fuze for Yealink W60P/W53P Series - Placing, Receiving, and Managing Calls	2:46
Fuze for Yealink W60P/W53P Series - Call History	0:57
Fuze for Yealink W60P/W53P Series - Transfers	1:39
Fuze for Yealink W60P/W53P Series - Conference Calls	1:10
Fuze for Yealink W60P/W53P Series - Forwarding All Incoming Calls	1:35
Fuze for Yealink W60P/W53P Series - Setting Up and Accessing Voicemail	1:34
Fuze for Yealink W60P/W53P Series - Contact Directory	2:08
Fuze for Yealink W60P/W53P Series - Additional Features and Capabilities	2:03

Fuze Contact Center for Supervisors Videos

Video Name and Link	Length
Fuze Contact Center for Supervisors - Application Overview and Understanding Panels	1:47
Fuze Contact Center for Supervisors - Opening and Moving Panels	2:05
Fuze Contact Center for Supervisors - Utilizing the Extensions Panel	2:24
Fuze Contact Center for Supervisors - Queues and Agents	4:32
Fuze Contact Center for Supervisors - Call Monitoring	1:30
Fuze Contact Center for Supervisors - Creating and Managing Extension Directories	2:30

Fuze Contact Center for Attendants/Receptionists Videos

Video Name and Link	Length
Fuze Contact Center for Attendants - Application Overview and Understanding Panels	1:55
Fuze Contact Center for Attendants - Opening and Moving Panels	2:17
Fuze Contact Center for Attendants - Utilizing the Extensions Panel	2:24
Fuze Contact Center for Attendants - Transferring Calls and Utilizing Extension Features	2:28
Fuze Contact Center for Attendants - Creating and Managing Extension Directories	2:31