

Course description for operators

Course description

The course is targeted to operators that will work with 4059EE or SourceTech Tellus® Operator™ with Tellus PAM/Feature Packs. In the course we will go through the structure of the application, call handling, absence- and message handling and the most important settings.

Course Length

The course is scheduled for one day.

Prerequisites

Knowledge of handling a computer and basic knowledge of call handling.

Course objectives

After the course you will have knowledge of the application, call handling, the most important settings and other tasks that are common in the every day work for the operator such as absence and message handling as well as easy trouble shooting.

Where

The course will be held at SourceTech, Vretenvägen 6 in Solna, Stockholm.

Detailed directions are found on the last page of this document.

The course can also be held on site, cost for lodging, transportation and subsistence will be added.

Documentation

The training material will be handed out in the beginning of the course.



Hotel near SourceTech

If you want walking distance, The Mornington hotel is an alternative. It is located about 10 minutes walk away from SourceTech office.

<https://www.mornington.se/bromma/>

Walking distance is also to Maud's hotel.

<http://www.maudeshotel.se/hotell%2Di>

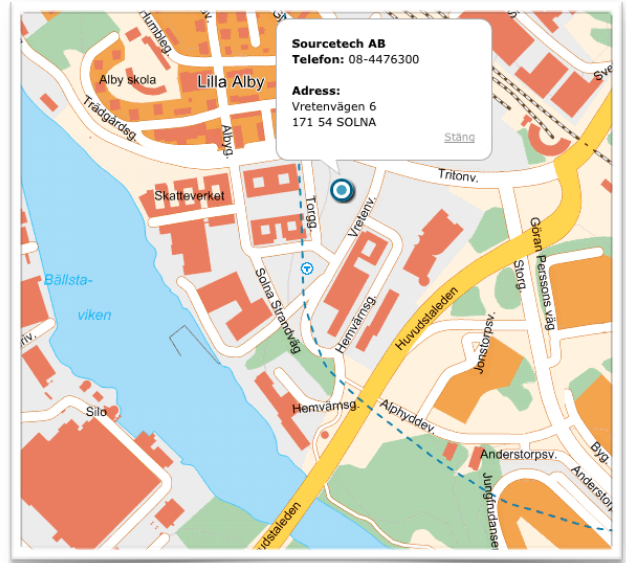
[%2Dsolna__1053.html](http://www.maudeshotel.se/hotell%2Di%2Dsolna__1053.html)

To StayAt in Stockholm is about 15 minutes walk.

<http://www.stayat.se/solna>

ParkInn in Solna is about 10 minutes away by med bus.

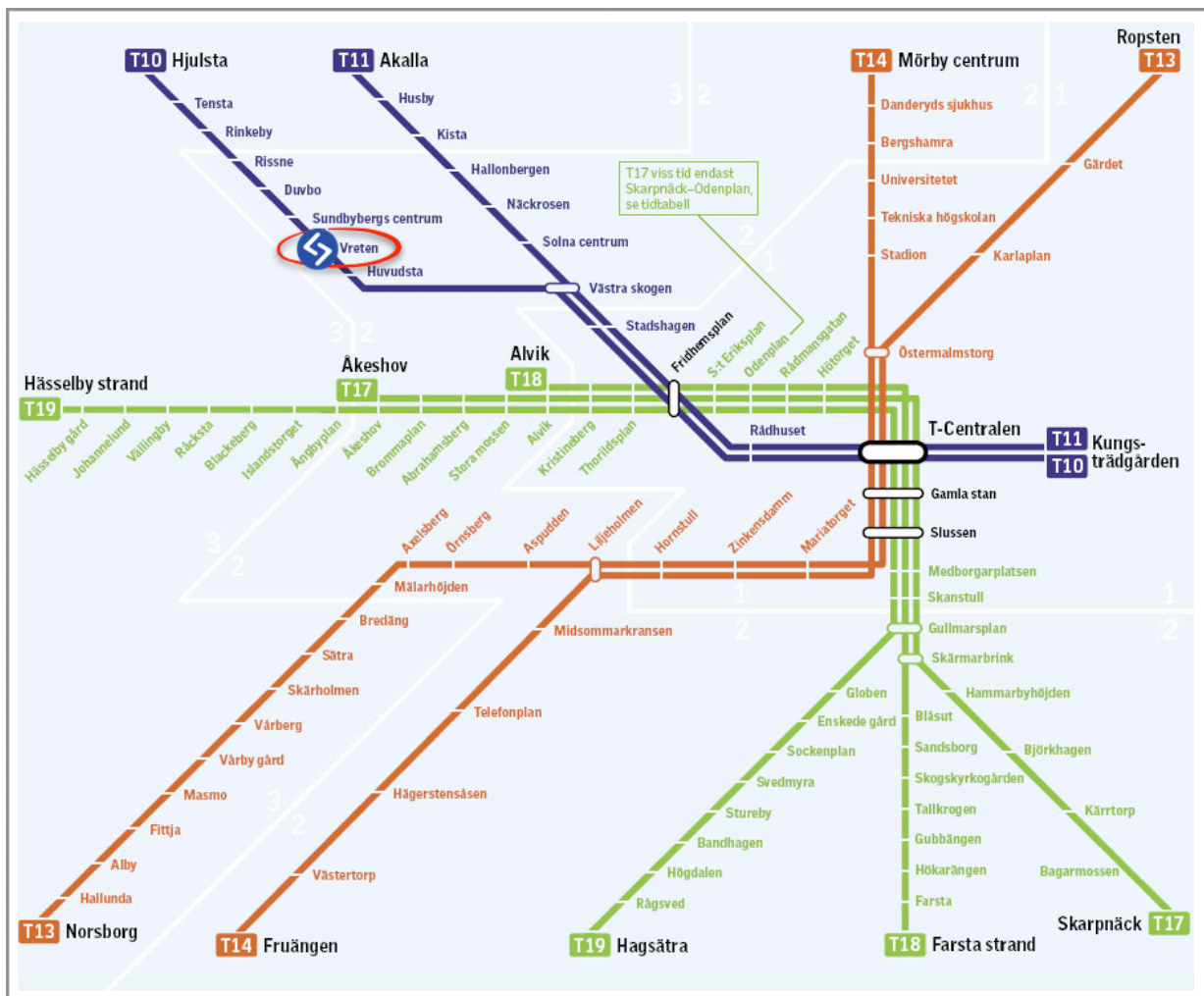
<http://www.parkinn.se/hotell-stockholmsolna>



If you want to stay in center of Stockholm the Amaranten hotel is a good option. It takes about 8-10 minutes by the subway.

<http://www.firsthotels.com/en/Our-hotels/Sweden/Stockholm/First-Hotel-Amaranten/>

Stockholm's subway



Find your way to SourceTech:

Train

Travel to Stockholm Central Station and change to the subway or commuter rail as shown below.

Subway

Take the blue line 10 on Hjulsta to station Vreten. It takes about 10 minutes from Stockholm Central Station by subway and then it's 1 minute walk.

Commuter rail

From Stockholm Central Station take the train to Bålsta two stations to Sundbyberg (About 8 minutes), then you can switch to the subway to the Kungsträdgården station and go one station to Vreten (1 minute), or you can walk, which takes about 10 minutes.

Plane

Bromma Airport: Bus 152 towards Älvsjö station, get off at stop Vretenvägen (9 minutes), from there it is 1 minute walk.

Arlanda: Arlanda Express to Stockholm's Central Station, switch to the subway or commuter train as above.

