



VoIP Training Team

The ICT team in CEES organized day long training on the usage of Voice over internet protocol phones. VoIP have features and productivity aids which are commonly underutilized, and are highly valuable and freely available with most VoIP phone systems and also enabled in the University of Nairobi VoIP system.

The trainees which included administrative staff who are Majority of VoIP users were trained on Programming call routing to keep in touch, Creating custom hold messages or music, Having one's phone call find or follow him/her, Using the PC like it's a telephone, Making the Telephony Toolbar ones friend and Teleconferencing capability.

Oftentimes, the best VoIP capabilities are often the ones that are not included with traditional telephone systems, such as the flexibility to be anywhere and still stay in touch and the personal configuration that traditional phone companies simply choose not to support and teleconferencing. VoIP applications go above and beyond traditional phone systems and provide personal productivity benefits whether one is inside or outside the office



One of the break away training group