



Certified EPABX Operator

Vskills Certifications

Vskills Brochure



Certified EPABX Operator

EPABX stands for Electronic Private Automatic Branch Exchange which is a private telephone network used by companies for, either between the employees or outside the clients.

EPAX is widely used in small and big companies and are also an integral part of front office or reception. After completing the certification, the candidate will be able to get employment in front office or receptionist or EPABX operator role.

Why should one take EPABX Operator certification?

The certification enhances your skills and assesses on EPABX operations as well as reception or front office operations.

Who will benefit from taking EPABX Operator certification?

The certification exam benefits those candidates who wish to find employment in areas such as Front office, Customer support, Receptionist, Office Administrator or Call Centers. The certification is also suitable for professionals and students who want to better their career prospects.

Test Details

- **Duration:** 60 minutes
- **No. of questions:** 50
- **Maximum marks:** 50, Passing marks: 25 (50%)

There is no negative marking in this module.

Fee Structure

Rs. 3,499/- (Excludes taxes)*

*Fees may change without prior notice, please refer <http://www.vskills.in> for updated fees

Companies that hire EPABX Operator Professionals

Most of the companies are having an Administration Dept, they really need skilled professionals to do their different administrative task. There are n number of jobs available for the skilled professionals.

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1. Telephone and EPABX

- 1.1 Telephone Basics
- 1.2 What is EPABX?
- 1.3 EPABX Features
- 1.4 Managing EPABX System
- 1.5 Handle incoming and outgoing calls
- 1.6 Arranging Conference Calls

2. Office Management

- 2.1 Handling Couriers
- 2.2 Maintaining office Stationary and Other Inventory
- 2.3 Attendance Record Management
- 2.4 Conference Room Management
- 2.5 Housekeeping and Pantry Management
- 2.6 Petty Cash

3. Telephone Usage

- 3.1 Telephone Manners
- 3.2 Telephone Etiquettes

4. English Grammar and Usage

- 4.1 Usage of Capitals
- 4.2 Using Nouns
- 4.3 Using Pronouns
- 4.4 Using Adjectives
- 4.5 Using the Articles
- 4.6 Using Verbs and Tenses

5. Presentation and Communication Skills

- 5.1 Personal Presentation
- 5.2 Telephonic Communication
- 5.3 Email Communication
- 5.4 Listening Skills

6. Time Management

- 6.1 Use Lists
- 6.2 Beware of time wasters
- 6.3 Optimize your work environment
- 6.4 Take stock at the end of the day

7. Office Communications and Mailing Management

- 7.1 Mailing Services
- 7.2 Addressing Envelopes
- 7.3 Office memos
- 7.4 Incoming Mail
- 7.5 Outgoing Mail
- 7.6 Mail Automation

8. Guest and Visitor Management

- 8.1 Managing Office Visitors
- 8.2 Appointments System

9. Travel arrangement and Hotel Reservation

- 9.1 Hotel Reservations
- 9.2 Making Travel Arrangements

10. Meetings

- 10.1 Types of Meetings
- 10.2 Meeting Arrangement
- 10.3 Meeting Management
- 10.4 Meeting Room Arrangements
- 10.5 Planning and Scheduling Meeting
- 10.6 Meeting Minutes

11. Records Management

- 11.1 Filing and Record Keeping
- 11.2 Record Management
- 11.3 Information Types
- 11.4 Type of Files
- 11.5 Files Classification
- 11.6 Filing Methods
- 11.7 Filing Systems

12. Office Automation

- 12.1 What is Office Automation
- 12.2 Photocopying Machine
- 12.3 FAX (Facsimile)
- 12.4 Attendance Recording
- 12.5 Document Shredder

13. Stress Management

- 13.1 Consequences of Stress
- 13.2 Reason/Causes of Stress
- 13.3 Signs of stress
- 13.4 Techniques of Stress Management

14. MS-Word 2013

- 14.1 MS-Word Basics
- 14.2 Working With Documents
- 14.3 Customize the Word Environment
- 14.4 Editing a Document
- 14.5 Formatting Text
- 14.6 Formatting Paragraphs
- 14.7 Styles
- 14.8 Proofing a Document
- 14.9 Page Formatting

15. MS-Excel 2013

- 15.1 Excel 2013 Basics
- 15.2 Workbook and Worksheet
- 15.3 Manipulating Data
- 15.4 Worksheet Formatting
- 15.5 Page Properties and Printing
- 15.6 Excel Formulas
- 15.7 Sort and Filter

16. Internet and E-mail

- 16.1 Internet
- 16.2 Web Browser
- 16.3 Uploading and download files
- 16.4 E-mail
- 16.5 E-mail components (address, signature, attachments)
- 16.6 Managing e-mail account
- 16.7 Web based e-mail
- 16.8 Checking office email

Certifications

- ▶ **Accounting, Banking & Finance**
 - Certified GST Professional
 - Certified AML-KYC Compliance Officer
 - Certified Business Accountant
 - Certified BASEL III Professional
 - Certified GAAP Accounting Standards Professional
 - Certified Treasury Markets Professional
- ▶ **Big Data**
 - Certified Hadoop and Mapreduce Professional
- ▶ **Cloud Computing**
 - Certified Cloud Computing Professional
- ▶ **Design**
 - Certified Interior Designer
- ▶ **Digital Media**
 - Certified Social Media Marketing Professional
 - Certified Inbound Marketing Professional
 - Certified Digital Marketing Professional
- ▶ **Foreign Trade**
 - Certified Export Import (Foreign Trade) Professional
- ▶ **Health, Nutrition and Well Being**
 - Certified Fitness Instructor
- ▶ **Hospitality**
 - Certified Restaurant Team Member (Hospitality)
- ▶ **Human Resources**
 - Certified HR Compensation Manager
 - Certified HR Staffing Manager
 - Certified Human Resources Manager
 - Certified Performance Appraisal Manager
- ▶ **Office Skills**
 - Certified Data Entry Operator
 - Certified Office Administrator
- ▶ **Project Management**
 - Certified Master in Project Management
 - Certified Scrum Specialist
- ▶ **Real Estate**
 - Certified Real Estate Consultant
- ▶ **Marketing**
 - Certified Marketing Manager
- ▶ **Quality**
 - Certified Six Sigma Green Belt Professional
 - Certified Six Sigma Black Belt Professional
 - Certified TQM Professional
- ▶ **Logistics & Supply Chain Management**
 - Certified International Logistics Professional
 - Certified Logistics & SCM Professional
 - Certified Supply Chain Management Professional
- ▶ **Legal**
 - Certified IPR & Legal Manager
 - Certified Labour Law Analyst
 - Certified Business Law Analyst
 - Certified Corporate Law Analyst
- ▶ **Information Technology**
 - Certified Angular JS Professional
 - Certified Basic Network Support Professional
 - Certified Business Intelligence Professional
 - Certified Core Java Developer
 - Certified E-commerce Professional
 - Certified IT Support Professional
 - Certified PHP Professional
 - Certified Selenium Professional
- ▶ **Mobile Application Development**
 - Certified Android Apps Developer
 - Certified iPhone Apps Developer
- ▶ **Security**
 - Certified Ethical Hacking and Security Professional
 - Certified Network Security Professional
- ▶ **Management**
 - Certified Corporate Governance Professional
 - Certified Corporate Social Responsibility Professional
 - Certified Leadership Skills Professional
- ▶ **Life Skills**
 - Certified Business Communication Specialist
 - Certified Public Relations Officer
- ▶ **Media**
 - Certified Advertising Manager
 - Certified Advertising Sales Professional
- ▶ **Sales, BPO**
 - Certified Sales Manager
 - Certified Telesales Executive

& many more job related certifications

Contact us at:
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