

Aspect® Education Services

Unified Communications Application
Services for the Contact Center



Effective training is critical to the success of any contact center technology investment. Aspect is committed to meeting your training and ongoing education needs through a complete classroom and web-based curriculum. Courses, which are designed to help you maximize the power of your Aspect solutions, are delivered in a format that enables you to immediately apply what you've learned to your unique contact center environment.

Your education investment in your contact center staff pays dividends in many ways. You can enjoy improved system performance when you enhance your company's knowledge of Aspect solutions' full capabilities. Providing additional training for your staff can help reduce costs by expanding their application development abilities and can increase satisfaction due to hands-on training that increases confidence in their operational abilities. Implementing ideas developed during advanced system management courses, your team will resolve issues faster and enhance your contact center effectiveness.

Aspect Education Services has training facilities located throughout the world and delivers on-site training by request. Offerings include a wide range of classroom and computer-based courses, as well as custom courses tailored to meet your unique training, schedule and location requirements.

Key Benefits

- Improve system performance.
- Save money.
- Resolve issues more rapidly.
- Increase contact center staff satisfaction.
- Enhance contact center effectiveness.

Aspect® Education Services standard offerings include a comprehensive array of classes that focus on the application and functionality of Aspect products. We also offer advanced management courses to help you more effectively plan and execute your corporate strategy utilizing our technology, and technical courses to enable you to build your own applications and better manage your hardware, software and networking applications.

Wide-Ranging, Individualized Course Offerings

Aspect Education Services offers an extensive curricula for job roles throughout your contact center including:

- Agent/End-User.
- Manager/Supervisor.
- System Administrator.
- Support Analyst.
- Application Developer.

Students in our classes learn in a supportive environment that combines lectures, demonstrations, projects, lab work and hands-on exercises. Class sizes are kept small to ensure individualized attention, one workstation per student, and superior training solutions how, when and where you need them. A complete list of course offerings, is available on the Aspect Education Central Course Curriculum Planner on www.aspect.com.

Continuing Education at Your Convenience, at Any Location

Aspect Education Services provide you with continuing educational opportunities for your contact center staff at the time and place that is most convenient for you.

Global Training Centers

Aspect Education Services training centers are ready to serve you in locations around the world. We have training facilities in:

- San Jose, California
- Atlanta, Georgia
- Chicago, Illinois
- Boston, Massachusetts

- Nashville, Tennessee
- Dalian, China
- Bangalore, India
- Singapore, Singapore
- Neu Isenburg, Germany
- Uxbridge, Middlesex, United Kingdom

On-Site Training

Aspect Education Services can deliver hands-on training at your corporate facility. You supply the equipment, the software and the students, and we do the rest.

Web-Based Training

Aspect Education Services offers web-based courses so that your staff can gain vital knowledge without ever leaving their desks.

Custom Training

Aspect Education Services can create customized training packages for your company. Call us and tell us your needs, and we will design a tailored program.

Mobile Location Options

If our training centers, your site, or web-based training are not convenient, we can deliver training virtually anywhere with our innovative ROVER system. ROVER is a mobile Aspect solution that can be set-up in any room with a power connection—in a hotel conference room, for instance. So if you would like onsite training on a system that is not conducted on your production system, or you would like to arrange off site training, we can accommodate you.

"I found my instructor very effective and clear on all the different modules that were covered on my course. I can honestly say after such a clear and understanding course given by my instructor, I am ready to face the challenges that come."

Dion Ajala
Virgin Atlantic Airways

Comprehensive Pre-Defined Curriculum Paths

Aspect has designed a variety of curricula for various job roles, from System Administrator to Software Developer. Each Aspect course is part of an organized curriculum aimed at making your contact center staff self-sufficient and productive. The curriculum path shown below is an example of a possible course of study.

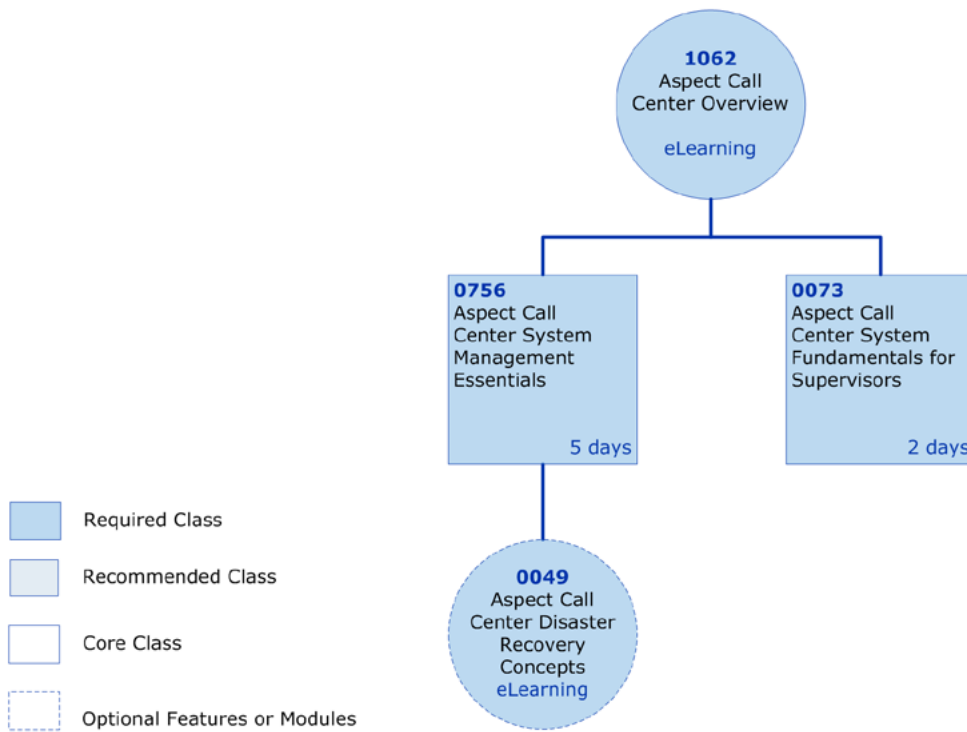
Cost Savings with ClassPass Discount Program

Our ClassPass bulk discount program is ideal for customers with several Aspect solutions or numerous employees who need training. The program offers savings of up to 30 percent when you purchase blocks of training days. And the best part is that you can take up to 12 months to use them.

“This course was a big help in understanding the system applications and hardware configurations. I will be able to put most of this to use immediately*.”

Dennis Barrington
Country Insurance

Sample curriculum path.



Registration and Payment

How to Register

- In North America, call 1 (800) 999-4455 and select option 4 or contact us via email at education@aspect.com.
- In the United Kingdom, call 020 8561 7690 or contact us via email at education@aspect.com.
- In Germany, call +49 (0) 6102 567 7203 or contact us via email at education@aspect.com.
- In Asia Pacific, call +65 6883 5059 or contact us via email at edu-apac@aspect.com.

Payment Options

In North America, you can pay by credit card, check, or purchase order. You must make payment arrangements when you enroll in order to book a seat in a class.

In Europe, the Middle East, and Asia-Pacific, you can pay using a purchase order or with prepaid training days.

Canceling Scheduled Training

You can cancel out of classes at our training centers without paying a fee as long as you cancel 11 or more days before classes start. After that, you must pay 100 percent of the class fees.

For More Information

To view a complete list of Aspect® Education Services courses and schedules and to learn about specials being offered, be sure to visit the Aspect Education Central Course Curriculum Planner on www.aspect.com or call a Training Coordinator at 1-800-999-4455 option 4.

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[aspect.com](http://www.aspect.com)

About Aspect and Aspect® Global Services

Aspect provides software and consulting services that turn the potential of unified communications into real business results across the enterprise and in the contact center. Applying 35 years of insight and experience, Aspect helps more than two-thirds of the FORTUNE Global 100, as well as small and medium enterprises, power their business processes with communications. For more information, [visit www.aspect.com](http://www.aspect.com).

Aspect Global Services provides comprehensive consulting, technical and educational services to help customers realize the full potential of their unified communications solutions across the enterprise and in the contact center. The Aspect Global Services team is comprised of business professionals and Microsoft certified experts whose sole focus is to drive the greatest returns for customers by enhancing knowledge worker productivity, streamlining business processes and transforming enterprise communications. Aspect Global Services include Aspect® Professional Services, Aspect® Technical Services, and Aspect® Education Services.

