

# MICONTACT CENTER TRAINING

Mitel® offers training courses for technicians, system engineers, system administrators, supervisors, and agents using Mitel MiContact Center, IVR Routing, and MiVoice Call Accounting applications. Each course provides a consistent, high-quality experience and delivers the depth of knowledge required to increase productivity and return on investment. To meet your business needs, we provide flexible scheduling options, on-site leader led instruction, self paced learning, and virtual classrooms for a hands-on experience.

## ACCELERATE YOUR RETURN ON INVESTMENT

With our comprehensive training offerings you can give your employees the skills they need to best realize the full potential and value of our contact center, IVR, and call costing solutions.

- Help increase the likelihood of first contact resolution
- Increase your team's productivity
- Take advantage of the full potential of your investment in Mitel solutions
- Ensure your business constantly delivers optimal customer experiences

## TRAINING OFFERINGS

Mitel offers three core training offerings: Basic "How To" Videos, Self-Paced Learning, and Leader-Led Learning.

You can register and access the MiContact Center self-paced training through our MiContact Center Learning Management System at: <https://gm1.geolearning.com/geonext/prairiefyre/>.

### BASIC "HOW TO" VIDEOS

- Simple, free training covering core product use
- Great to provide staff with an understanding of key contact center functionality
- Available on demand through [www.mitel.tv](http://www.mitel.tv), under Mitel Solutions=>Customer Interaction

### SELF-PACED LEARNING

- On demand
- Cost-effective means of training your staff
- Can be completed on your own time and does not need to be scheduled
- Great as a refresher for training experienced staff
- Reference material available with the purchase of any course

### LEADER-LED LEARNING

- Scheduled through our Training department
- Conducted by Contact Center Specialists with years of field experience with contact centers
- Includes consultation to extensively customize training and address your specific business challenges
- Up to 7 attendees can participate in a session
- Can be delivered on-site at your location or through virtual classrooms
- Includes virtual software environments for a hands-on learning experience
- Reference material available with the purchase of any course



MITEL COURSE NAME	MAX PARTICIPANTS	HOURS ALLOCATED
<b>LEADER LED</b>		
Supervising Your MiContact Center	7	4 Hours
Administering Your MiContact Center	7	4 Hours
MiVoice Call Accounting	7	4 Hours
Intelligent Queue Network Administrator	7	4 Hours
Multimedia Contact Center	10	2 Hours
Workforce Scheduling	7	8 x 2 Hours = 16 Hours
Utilizing PhoneSet Manager / Softphone	10	1 Hour
Creating Flexible Reports	7	2 Hours
Salesforce.com Connector	10	1.5 Hours
Supervising Your Lync Contact Center	7	3 Hours
Administering Your Lync Contact Center	7	4 Hours
Lync Client Training for Agents	10	1 Hour
<b>SELF PACED</b>		
Supervising Your MiContact Center	1	2 Hours
Administering Your MiContact Center	1	2 Hours
Utilizing PhoneSet Manager / Softphone	5	30 Minutes
Creating Flexible Reporting	1	1 Hour
Salesforce.com Connector	5	30 Minutes
<b>ADVANCED LEADER LED</b>		
MiContact Center Installation and Maintenance	6	40 Hours
Installing and Maintaining Your IVR	6	3 x 6 Hours = 18 Hours

MITEL | SIMPLY COMMUNICATING®



GLOBAL HEADQUARTERS	U.S.	EMEA	CALA	ASIA PACIFIC
Tel: +1(613) 592-2122	Tel: +1(480) 961-9000	Tel: +44(0)1291-430000	Tel: +1(613) 592-2122	Tel: +61(0) 2 9023 9500
Fax: +1(613) 592-4784	Fax: +1(480) 961-1370	Fax: +44(0)1291-430400	Fax: +1(613) 592-7825	Fax: +61(0) 2 9023 9501

mitel.com

FOR MORE INFORMATION ON OUR WORLDWIDE OFFICE LOCATIONS, VISIT OUR WEBSITE AT MITEL.COM/OFFICES

THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by Mitel to be accurate as of the date of its publication, is subject to change without notice. Mitel assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

M MITEL (design) is a registered trademark of Mitel Networks Corporation. All other products and services are the registered trademarks of their respective holders.

© Copyright 2013, Mitel Networks Corporation. All Rights Reserved.