

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, 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 |
|---|------------------|------------------------|
| LEADER LED | | |
| 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 |
| SELF PACED | | |
| 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 |
| ADVANCED LEADER LED | | |
| MiContact Center Installation and Maintenance | 6 | 40 Hours |
| Installing and Maintaining Your IVR | 6 | 3 x 6 Hours = 18 Hours |

MITEL | SIMPLY COMMUNICATING®



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

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