

Anywhere 365 Education Services

Course Catalogue October 2021



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Welcome

Over the past few years huge advances have been made in communication technology within the workplace. The ability of employees to connect collaboratively and work within a network with global real time communication has vastly improved the efficiency and productivity of organisations.

The downside to this accelerated advance in technology is many organisations and employees are struggling to keep up with the adoption of the technology and it can be met with resistance from the staff it is designed to help.

To drive successful technology adoption, it is important to understand not just the business needs but also the needs of all stakeholders to ensure they understand the benefits and embrace the new technology. At Fast Lane we understand that identification of key stakeholders, their roles within an organisation and their responsibilities in terms of enabling a successful roll out is essential to creating clear, structured and managed training sessions that focus on the areas each stakeholder needs to fulfil their responsibilities with the organisation.

With this in mind Fast Lane has developed a range of training courses available to all those involved in any upgrade around Anywhere 365.

Education Methodology

Fast Lane regards itself as a complete service provider and as a result has developed a best practice methodology:

<p>Bid Support (Free of charge)</p>	<ul style="list-style-type: none"> » Bid support services - Assist sales teams, ensure correct amount and type of training has been sold » White labelling - seamless face to the customer and representation as the 'Training Manager' and/or 'Training Team'
	<ul style="list-style-type: none"> » End user consultants to assist with any demonstrations required. » Availability can be scaled up during busy periods to meet demand by utilising our established network of trainers. » End user data gathering consultants, working with supervisors & » Administrators to explain the new technology that has been sold within the solution to help them understand how the new system will work/operate.
	<ul style="list-style-type: none"> » The Training Format – Pre-training, train the trainer, system administration, go-live support » Profile of trainees – New user, basic, intermediate, advanced
	<ul style="list-style-type: none"> » Collated data from the previous phase is used to design a training solution » Development of bespoke training documents » Date and training schedules are discussed and agreed » Training Tools – User guides, projectors, flip charts, reference manuals, computers, and handsets » Appropriate training environment scheduled and prepared
<p>Online Video</p>	<ul style="list-style-type: none"> » Bespoke videos - ongoing connection and support between you and the end client long after installation is complete. » Meets the needs and requirements of each client by leveraging the trainer's expertise and knowledge around the solution and the specific end client's requirements. » MP4 videos - cost-effective solution as the client doesn't need to pay an ongoing licence fee for access.
<p>Training Delivery</p>	<ul style="list-style-type: none"> » The courses are delivered in accordance with the format agreed in the previous phase » Any related documentation is distributed to the delegates
<p>Go Live Support</p>	<ul style="list-style-type: none"> » With an established network of trainers, Fast Lane can quickly and easily adapt to different sized rollouts. From one to one white glove service to large on-site floor walking support, we can accommodate multiple project rollouts simultaneously.
<p>Review</p>	<ul style="list-style-type: none"> » Training assessment forms are completed after every training course delivered by an Fast Lane trainer. This is sent back to the project manager for further review and assessment.

Consultancy & Data Gathering

Duration	To be discussed with Client		
Group Size	N/A		
Prerequisite	No Prerequisite		
Course Type	Consultancy	Course code	A365:CADG:E
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » Flipchart » Projector 		
Note	This Should take place before a cut over		

COURSE DESCRIPTION

Designing a new call centre can be a daunting task. This offer provides the ability to discuss the configuration and design of a new call centre with an experienced call centre design specialist. By discussing call routing options, agent call distribution and reporting needs in depth prior to implementation, all operational needs are met and caller-satisfaction-affecting-pitfalls are avoided.

This offer can remove the complexity of creating a new call centre away from the client and reassurance that their needs are addressed. As all discussions are documented and the programming is well detailed, the client can relax in the knowledge that their requirements will be interpreted and implemented into a first-class call centre, benefiting from all current industry best practice standards.

This course can be completely customised for each client as appropriate.

COURSE CONTENT

The call centre consultant will analyse the call centre needs provided by the client. This will involve in depth discussions of the operational strategy and target service levels as well as distribution and contingency planning.

The results of these discussions will then be translated into a written report, detailing the call routing, distribution strategy and targets, explaining how the technology can be configured to meet these requirements.

This report acts as a point of reference, confirming that the call centre consultant has understood the business aims and drivers including a description of the call handling process for future records

Upon confirmation of the plan, the call centre consultant will translate the requirements into a set of technical programming notes ready for the engineer to upload the programming onto the system ready for User Acceptance Testing between the client and the software associate. The software associate will also be present at the go-live to make any minor changes to the system.

The consultant's responsibilities will include gathering the following information:

- ✓ Agent selection
- ✓ Skill Types
 - Sub Routing
- ✓ Agent Information
 - Agent DDI Numbers
- ✓ Call Flows
 - Inbound Call
 - Outbound Call
 - Agent Hunt Time
 - Agent Discharge/Handle Time
 - Hold Time
- ✓ DDI Numbers
- ✓ Call Flow Treatments
 - Customer Treatment Options Available
 - Announcements
 - Voicemail Boxes
 - Additional Entry Points
 - Overflow Calls
- ✓ Global Settings per UCC

An Introduction to Anywhere365

Duration	2 hours		
Group Size	Up to 10 people per session		
Prerequisite	No Prerequisite		
Course Type	Supervisor	Course code	A365:CCSU:INTRO:E A365:CCSU:INTRO:L
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » 1 phone per person » 1 PC per person (with Snapper and Teams Installed) 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course looks at what Anywhere365 is and how it works. It gives an introduction to both the Agent and Supervisor components and how to configure them in a way that will work best for your organisation as well as basic tasks like logging in and out, answering calls etc.

COURSE CONTENT

Upon successful completion, delegates will be able to:

- ✓ What is Anywhere 365
 - For Agents
 - For Supervisors
- ✓ How does it work
 - Formal & Informal Agents
 - Teams or Snapper or Web Agent?
 - Difference between Web Agent and Snapper
- ✓ Call handling within A365

- Starting up Teams
- Logging on to the UCC using Web Agent
- Starting up Snapper Application
- Logging on/off Formal agents
- Logging on/off informal agents
- Answering a call
- Webagent overview
- Call classification overview
- Snapper overview
- Dashboard overview
- Change status
- Reason Codes
- Transferring a call
- Outbound calls
- Wrap up time
- Call on behalf
- Chat window
- ✓ Understand the supervisor experience
 - Supervisor Assistance
 - Wallboard
 - User Management process
- ✓ Building your system
 - Understanding IVR Call flows
 - Agent Selection
 - Skill types
 - Sub Routing
 - Configure the Skill
 - Formal & informal Agents
- ✓ Creating a call flow
 - Call flows
 - Announcements
 - Voicemail boxes

- Additional Entry Points
- Overflow Calls
- ✓ What are the global UCC settings
 - UCC Name
 - Closing the UCC
 - Call recording
 - Call flow decisions
 - ACD Method
 - Hunt timeout
 - Queue busy timeout
 - Discharge Duration (Wrap Up)
 - Enable Music on Hold
 - Call Recording announcement
 - Outbound number presentation
 - Call classifications
 - Reason Codes
 - Emergency Routing
 - Supervisor information

User Acceptance Training (UAT) – Snapper, Webagent, Teams, Supervisor functionality and Wallboards

Duration	90 minutes		
Group Size	Up to 10 people per session		
Prerequisite	No Prerequisite		
Course Type	User Acceptance Training	Course code	A365:UAT:SWTSW:E A365:UAT:SWTSW:L
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » 1 phone per person » 1 PC per person (with Snapper and Teams Installed) 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This Should take place before a cut over		

COURSE DESCRIPTION

This course will demonstrate how to use the features and functionality of the Snapper tool, Webagent and Teams. Users will be able to log in and out of the UCC and understand the various features available to them. It also demonstrates the integration with the telephony features in Teams.

Supervisors will also be shown how to monitor agents calls and change agent status. They will also be shown the web wallboard/ inflight wallboard.

COURSE CONTENT

Upon successful completion, delegates will be able to:

Snapper

- ✓ Understand how Teams and Snapper are integrated and which tasks to perform in each
- ✓ Understand the key features of the Snapper, including:

- Logging on and off the UCC
- Overview of the main dashboard and the data available
- Change your status and choose a 'Reason Code'
- Agents tab overview
- Calls tab overview
- How to pick up a call from the queue
- Changing Reason Codes
- ✓ Functionality only available to supervisors:
 - Listen, Speak and Whisper : how they work and when to use them
 - Change the 'Presence Status' of an agent.
 - Change the 'Reason Code' for an agent
 - How to access the Wallboard
 - Overview of the Wallboard and what statistics are available

Webagent

- ✓ Logging in to WebAgent
- ✓ Logging in to UCC
- ✓ Changing Reason Code
- ✓ Call Handling
- ✓ Timeline
- ✓ Classifications

Teams

- ✓ Answering a call
- ✓ Understanding the Call Window & Call Controls
 - Place callers on hold
 - Place callers on mute
- ✓ Transfer
 - Unsupervised Transfer calls
 - Supervised Transfer
 - Cancelling a transfer

Wallboard

- ✓ Open/Start wallboard
- ✓ Understand data
- ✓ Understand different Wallboards
- ✓ Web Wallboard
- ✓ Inflight Wallboard

Supervisor functionality

- ✓ Supervisor assistance- Listen/Whisper/Speak
- ✓ Change an Agents Presence Status/Reason code

Agent Snapper, Webagent & Teams

Duration	60 minutes		
Group Size	Up to 10 people per session		
Prerequisite	No Prerequisite		
Course Type	Contact centre Agent	Course code	A365:CCAG:SWT:E A365:CCAG:SWT:L
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » 1 phone per person » 1 PC per person (with Snapper and Teams Installed) 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course will demonstrate how to use the features and functionality of the Snapper tool with the Webagent and Teams. Users will be able to log in and out of the UCC and understand the various features available to them. It also demonstrates the integration with the telephony features in Teams.

COURSE CONTENT

Upon successful completion, delegates will be able to:

Snapper

- ✓ Understand how Teams and Snapper are integrated and which tasks to perform in each
- ✓ Understand the key features of the Snapper, including:
 - Logging on and off the UCC
 - Overview of the main dashboard and the data available
 - Change your status and choose a 'Reason Code'
 - Agents tab overview

- Calls tab overview
- How to pick up a call from the queue
- How to make a call from the UCC vs Teams
- Changing Reason Codes

Webagent

- ✓ Logging in to WebAgent
- ✓ Logging in to UCC
- ✓ Changing Reason Codes
- ✓ Call Handling
- ✓ Timeline
- ✓ Classifications

Teams

- ✓ Answering a call
- ✓ Understanding the Call Window & Call Controls
 - Place callers on hold
 - Place callers on mute
- ✓ Transfer
 - Unsupervised Transfer calls
 - Supervised Transfer
 - Cancelling a transfer

Agent- Snapper, Webagent, Teams, Email Handler & Chat Handler

Duration	90 minutes		
Group Size	Up to 10 people per session		
Prerequisite	No Prerequisite		
Course Type	Contact centre Agent	Course code	A365:CCAG:SWTEC:E A365:CCAG:SWTEC:L
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » 1 phone per person » 1 PC per person (with Snapper and Teams Installed) 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course will demonstrate how to use the features and functionality of the Snapper tool, Email Handler, Chat Handler, Webagent and Teams. Users will be able to log in and out of the UCC and understand the various features available to them. It also demonstrates the integration with the telephony features in Teams.

COURSE CONTENT

Upon successful completion, delegates will be able to:

Snapper

- ✓ Understand how Teams and Snapper are integrated and which tasks to perform in each
- ✓ Understand the key features of the Snapper, including:
 - Logging on and off the UCC
 - Overview of the main dashboard and the data available
 - Change your status and choose a 'Reason Code'

- Agents tab overview
- Calls tab overview
- How to pick up a call from the queue
- How to make a call from the UCC vs Teams
- Changing Reason Codes

Webagent

- ✓ Logging in to WebAgent
- ✓ Logging in to UCC
- ✓ Changing Reason Codes
- ✓ Call Handling
- ✓ Timeline
- ✓ Classifications

Teams

- ✓ Answering a call
- ✓ Understanding the Call Window & Call Controls
 - Place callers on hold
 - Place callers on mute
- ✓ Transfer
 - Unsupervised Transfer calls
 - Supervised Transfer
 - Cancelling a transfer

Email Handler (Via Webagent)

- ✓ Email handling
- ✓ Email responses
- ✓ Email session buttons
- ✓ Threaded conversations
- ✓ Predefined Responses
- ✓ Transfers

Chat Handler

- ✓ Customer Initiated Chat
- ✓ Closing a chat window

Supervisor- Snapper, Webagent, Teams, Supervisor functionality & Wallboards

Duration	90 minutes		
Group Size	Up to 10 people per session		
Prerequisite	No Prerequisite		
Course Type	Contact centre supervisor	Course code	A365:CCSU:SWTSW:E A365CCSU:SWTSW:L
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » 1 phone per person » 1 PC per person (with Snapper and Teams Installed) 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course will demonstrate how to use the features and functionality of the Snapper tool, Webagent and Teams. Users will be able to log in and out of the UCC and understand the various features available to them. It also demonstrates the integration with the telephony features in Teams.

Supervisors will also be shown how to monitor agents calls and change agent status. They will also be shown the web wallboard/ inflight wallboard.

COURSE CONTENT

Upon successful completion, delegates will be able to:

Snapper

- ✓ Understand how Teams and Snapper are integrated and which tasks to perform in each
- ✓ Understand the key features of the Snapper, including:
 - Logging on and off the UCC
 - Overview of the main dashboard and the data available

- Change your status and choose a 'Reason Code'
- Agents tab overview
- Calls tab overview
- How to pick up a call from the queue
- Changing Reason Codes
- ✓ Functionality only available to supervisors:
 - Listen, Speak and Whisper : how they work and when to use them
 - Change the 'Presence Status' of an agent.
 - Change the 'Reason Code' for an agent
 - How to access the Wallboard
 - Overview of the Wallboard and what statistics are available

Webagent

- ✓ Logging in to WebAgent
- ✓ Logging in to UCC
- ✓ Changing Reason Code
- ✓ Call Handling
- ✓ Timeline
- ✓ Classifications

Teams

- ✓ Answering a call
- ✓ Understanding the Call Window & Call Controls
 - Place callers on hold
 - Place callers on mute
- ✓ Transfer
 - Unsupervised Transfer calls
 - Supervised Transfer
 - Cancelling a transfer

Wallboard

- ✓ Open/Start wallboard
- ✓ Understand data
- ✓ Understand different Wallboards
- ✓ Web Wallboard

- ✓ Inflight Wallboard

Supervisor functionality

- ✓ Supervisor assistance- Listen/Whisper/Speak
- ✓ Change an Agents Presence Status/Reason code

Supervisor- Snapper, Webagent, Teams, Supervisor functionality, Wallboards, Email Handler & Chat Handler

Duration	120 minutes		
Group Size	Up to 10 people per session		
Prerequisite	No Prerequisite		
Course Type	Contact centre supervisor	Course code	A365:CCSU:SWTSWEC:E A365:CCSU:SWTSWEC:L
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » 1 phone per person » 1 PC per person (with Snapper and Teams Installed) 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place before a cutover		

COURSE DESCRIPTION

This course will demonstrate how to use the features and functionality of the Snapper tool, Email Handler, Chat Handler, Webagent and Teams. Users will be able to log in and out of the UCC and understand the various features available to them. It also demonstrates the integration with the telephony features in Teams.

Supervisors will also be shown how to monitor agents calls and change agent status. They will also be shown the web wallboard/ inflight wallboard.

COURSE CONTENT

Upon successful completion, delegates will be able to:

Snapper

- ✓ Understand how Teams and Snapper are integrated and which tasks to perform in each
- ✓ Understand the key features of the Snapper, including:
 - Logging on and off the UCC

- Overview of the main dashboard and the data available
- Change your status and choose a 'Reason Code'
- Agents tab overview
- Calls tab overview
- How to pick up a call from the queue
- Changing Reason Codes
- ✓ Functionality only available to supervisors:
 - Listen, Speak and Whisper : how they work and when to use them
 - Change the 'Presence Status' of an agent.
 - Change the 'Reason Code' for an agent
 - How to access the Wallboard
 - Overview of the Wallboard and what statistics are available

Webagent

- ✓ Logging in to WebAgent
- ✓ Logging in to UCC
- ✓ Changing Reason Code
- ✓ Call Handling
- ✓ Timeline
- ✓ Classifications

Teams

- ✓ Answering a call
- ✓ Understanding the Call Window & Call Controls
 - Place callers on hold
 - Place callers on mute
- ✓ Transfer
 - Unsupervised Transfer calls
 - Supervised Transfer
 - Cancelling a transfer

Email Handler (Via Webagent)

- ✓ Email handling
- ✓ Email responses
- ✓ Email session buttons

- ✓ Threaded conversations
- ✓ Predefined Responses
- ✓ Transfers

Chat Handler

- ✓ Customer Initiated Chat
- ✓ Closing a chat window

Wallboard

- ✓ Open/Start wallboard
- ✓ Understand data
- ✓ Understand different Wallboards
- ✓ Web Wallboard
- ✓ Inflight Wallboard

Supervisor functionality

- ✓ Supervisor assistance- Listen/Whisper/Speak
- ✓ Change an Agents Presence Status/Reason code

Dialogue intelligence Power Bi Reporting Training

Duration	90 minutes		
Group Size	Up to 5 people per session		
Prerequisite	No Prerequisite		
Course Type	Contact centre supervisor	Course code	A365:CCSU:PBI;E A365:CCSU:PBI;L
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » TV/Projector » PC/Laptop with Power BI 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place after a Go Live		

COURSE DESCRIPTION

Dialogue Intelligence in conjunction with Power Bi is a powerful reporting tool to provide you with historical data. Power BI provides the ability to analyse and visualize the data to help you get more insights from your call centre.

COURSE CONTENT

Upon successful completion, delegates will be able to understand the following:

- ✓ Measurements per flow of Dialogue Intelligence
- ✓ Inbound call
- ✓ Outbound call
- ✓ Agent Hunt time
- ✓ Agent Discharge (Wrap Up) / Handle Time⁶
- ✓ Hold time
- ✓ 'Go To' Report Buttons
- ✓ Power Bi Report Filters

- ✓ Report Visual Controls – Power Bi
- ✓ PowerBi Dashboard
- ✓ UCC Report
- ✓ Contacts Report
- ✓ Skills Report
- ✓ Agents Report
- ✓ Transferee Report
- ✓ Status Overview
- ✓ Dialogue Overview
- ✓ Classification Overview

User management Training

Duration	90 minutes		
Group Size	Up to 5 people per session		
Prerequisite	Agent or Supervisor End User Training		
Course Type	Administration	Course code	A365:CCAD:UMT
Training Room Requirements	<ul style="list-style-type: none"> » Meeting Room » TV/Projector » PC/Laptop with access to Sharepoint admin site 		
Remote Training Requirements	<ul style="list-style-type: none"> » Sessions will be hosted using either Webex or Microsoft Teams sessions » Attendees must have access to a PC/ Laptop that can access Webex or Microsoft Teams 		
Note	This course should take place after a Go Live Sessions can be longer or shorter subject to requirements		

COURSE DESCRIPTION

This will enable supervisors and administrators to configure day to day management of the administration portal through Sharepoint.

COURSE CONTENT

Upon successful completion, delegates will be able to configure:

User roles

- ✓ Agents
- ✓ Supervisors
- ✓ Trainer/trainee pair
- ✓ Voicemail agents
- ✓ Skills per agent

User input

- ✓ Reason codes

- ✓ Call classification

Dialogue intelligence

- ✓ Call summary
- ✓ Missed calls today
- ✓ Reports
- ✓ Notifications

UCC Config

- ✓ End points
- ✓ Plugin attributes
- ✓ Plug in settings
- ✓ Plug in flow settings

UCC General

- ✓ Settings
- ✓ Business hours
- ✓ Holidays
- ✓ Role based security
- ✓ Version management
- ✓ Timer jobs

Actions

- ✓ Skill
- ✓ Chat Skill
- ✓ Availability skill
- ✓ Countdown skill
- ✓ Countdown availability skill
- ✓ Escape Max queue size skill
- ✓ Forward skill
- ✓ Chat forward skill

Dialogue Management

- ✓ IVR
- ✓ IVR Graphics
- ✓ IDR questions
- ✓ Quality monitoring

- ✓ Prompts config
- ✓ Chat questions
- ✓ Outbound dialler calls
- ✓ Inbound routing
- ✓ UCC routing

Content management

- ✓ Audio files
- ✓ Playlist
- ✓ Recordings
- ✓ Voicemails
- ✓ Screen recording inbound
- ✓ Screen recording outbound
- ✓ Retention policy

Go Live Support

Duration	Approx 8 hours per day		
Group Size	Typically 1 trainer per 50 users		
Prerequisite	No Prerequisite		
Course Type	Go Live support	Course code	A365:GOLS:E A365:GOLS:L
Training Room Requirements	» N/A		
Remote Training Requirements	» Go live support can be delivered remotely if required		
Note	This course should take place on the day of a cutover		

COURSE DESCRIPTION

This course offering provides live day support to all users on the system go-live.

COURSE CONTENT

Trainers will be on hand to:

- ✓ Provide support for operators to ensure confident use during a live situation
- ✓ Assist individuals unable to attend any end user classroom sessions
- ✓ Answer any questions during the day
- ✓ Troubleshoot any problems
- ✓ Ensure seamless adoption and transition of new technology
- ✓ Allow project engineers to concentrate on live day changes/updates

Training in other languages

PRODUCT OFFERING

Fast Lane can provide end user training in other languages. These include but are not limited to:

- ✓ Dutch
- ✓ German
- ✓ French
- ✓ Spanish
- ✓ Italian
- ✓ Danish
- ✓ Portuguese

Courses that can be taught in a non-English language have the course code ending in L for example-
A365:XXXX:XXX:L

A365 Training materials & E-Learning

Customised end user guides can be created for both quick reference and in-depth end user guidance.

Tailored training videos are available to ensure the ongoing training needs are covered beyond the initial course delivery. Multiple languages can be provided.

Interactive customised tutorials show how all hardware and software based applications work and how they will benefit the end users. Each section ranges in length from around 30 seconds to 2 minutes. Packages can be used as part of the pre-migration communication to users, as an aide-memoire after user migration and to help users navigate through the features of their new system. Additionally, it can be used for new starters as part of an induction program.

Our experienced adoption consultants have been significantly involved in creating the interactive tutorials. Their working knowledge has been transferred to create an informative and well-designed e-learning tutorial that reflects the best practice in the use of these products.

The final product is delivered as MP4 files. These can be distributed by the company as required, such as the company intranet or SharePoint.

Online Tutorials

We can provide interactive customised tutorials demonstrating how handsets and clients work. Each section ranges in length from around 30 seconds to 2 minutes and is designed to be dipped into rather than run from start to finish.



Example mp4 Video Screenshot

The package can be used as part of the pre-migration communication to users, as an aide-memoire after user migration and to help users navigate through the features of their new system. Additionally, it can be used for new starters as part of an induction program.

Scope	Deliverable
Customisation and Branding	The content and branding of the package can be customised to your specific requirements to reflect your live environment. Multiple phone models, functionality and software applications can be incorporated into the package. Corporate colours and logos can also be included.
Easily Upgradable	Solutions are constantly evolving, and as new features and functions become available your interactive tutorials can be upgraded to reflect this. Note this is a separate chargeable service.
Delivery	The final product is delivered as mp4 videos. These can be distributed by you as required e.g. through your intranet or LMS system.

Our experienced trainers have been significantly involved in creating the interactive tutorials. Their working knowledge of each vendor has been transferred to create an informative and well-designed e-learning tutorial that reflects the best practice in the use of these products.