

## Enghouse Interactive Training Information

Product	Code	Course name	Day	Location
<b>ARC PRO</b>	AU-CCA	Agent Course	1	O\S - Class - Remote
	AU-OPR	Attendant Console	1	O\S - Class - Remote
	AU-FLW	Go-live floorwalk support service (Attendant Console or Agent)	1	O\S
	AT-INS	Installation & Configuration	5	O\S - Class
	AU-SUP	Basic Supervisor Course (for attendant or console)	1	O\S - Class - Remote
	AT-DSK	Support & Troubleshooting	3	O\S - Class - Remote
	AT-ADV	Advanced Features Course	2	Class
	AT-EXA	Challenge Certification Exam	0.5	Remote
	AT-PRE	Technical Prerequisite (Call Manager)	1	O\S - Class - Remote
	AT-UPR	Technical Update Workshop	2	Class
	<b>EI Communication Centre</b>	CC-ADM	Admin Foundation	3
CC-AGC		Agent/Console Training Day	1	O\S - Class - Remote
CC-ASD		Agent Supervisor Desktop	1	O\S - Class - Remote
CC-BAR		Basic Administration and Reports	1	O\S - Class - Remote
CC-FWS		Go-Live floor walking support service	1	O\S
CC-INS2		Support & Installation Certification Program 10 Days	10	Class - O\S
CC-INS		Installation Certification Expert Program (5 or 10 Days depending upon skills, background and experience)	5/10	Class - O\S
CC-RDC		Reports	1	O\S - Class - Remote
<b>EI QMS</b>	WCR-TELR-R	Certification	1	Remote
	WCR-TELR-C	Certification	1	Classroom
<b>Call Accounting</b>	CBR-CC	Cloud Course	0.5	O\S - Remote
	CBR-INS	Enterprise (inc Web) reporting	1.5	O\S
	CBR-CA	Enterprise (Standard) reporting	1	O\S
<b>Intuition Attendant Console</b>	INT-ADC	Attendant Console Administration	1	O\S
	INT-FWS	Go-Live floor walking support service	1	O\S
	INT-OPC	Attendant Console	1	O\S
	INT-OAM	Attendant Console & Administration	1	O\S
	INT-RC	Attendant Console Customised refresher	1	O\S
<b>EI CC:SP</b>	CCU-TrnBasicOps	CCU Operations	2	Class - O\S - Minimum 4 delegates - Tier 1
	CCU-TrnBasicIVR	CCU Basic IVR & Call Flows	1	Remote - Tier 1
	CCU-TrnAdvIVR	Advanced IVR & Call Flows.	1	Remote - Tier 1
	CCU-TrnT1Cert	Tier 1 Certification	5	Class - O\S - Minimum 5 delegates
	CCU-TrnAnalyst	CCU CosmoAnalyst	2	Class - O\S - Minimum 4 delegates
	CCU-TrnDial	CCU CosmoDialer - Outbound Dialing Campaigns	2	Class - O\S - Minimum 4 delegates
	CCU-TrnMaint	CCU Maintenance and Support	5	Class - O\S - Minimum 5 delegates
	CCU-TrnReCert	CCU 7.2 Re-Certification Webinar	2	Remote

Please note remote training courses are delivered in multiple 2 hour sessions. Location information: O/S - at client premises, Class - At Enghouse Interactive Reading Office, Remote - available anywhere