

Education Services

Encore™ Reseller Certification Training Class

Highlights

- Install, configure, and support the entire Encore Suite
- Monitor, log, review, retrieve, and evaluate voice and screen recordings
- Create, edit, and run agent, team, and campaign reports

TDI recognizes the expertise and experience our reseller partners offer and is committed to providing them with the resources needed to ensure their success. TDI's Reseller Certification Program, which is specifically designed for new and existing resellers of TDI's solutions, offers a compelling and profitable opportunity that enables our resellers to stand out again the competition and increase their bottom line.

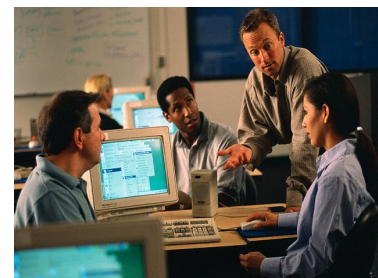
ENCORE RESELLER CERTIFICATION TRAINING

This five-day classroom-based course teaches resellers how to install, administer, use, and support the entire Encore Enterprise suite of products, including voice and screen recording, performance management, and reporting and analytics. Upon completion, resellers are certified to install the Encore Enterprise Suite.

This certification program is divided into 4 segments.

The Installer Guide teaches resellers how to:

- Unpack and connect the hardware
- Configure the Encore System
- Set up the different interfaces (AIM, Dialogic, & VOIP)



Encore Administrator/User Guide teaches resellers how to:

- Set up Encore Group/User permissions and manage agents
- Secure, maintain, and troubleshoot the Encore system
- Monitor, log, review, and retrieve voice recordings

CenterPlus™ Administrator/User Guide teaches resellers how to:

- Create and manage agents, teams, and schedules
- Create agent evaluation forms and scorecards
- Evaluate voice and screen recordings

Portfolio™ Administrator/User Guide teaches resellers how to:

- Configure and administer Portfolio
- Create, edit, and run agent, team, and campaign reports
- Set up, configure and manage personal settings and tasks

Encore™ Dealer Certification WebEx Training

This WebEx-based course teaches Encore Express Field Installers how to install the Encore Express product.

The class includes instruction on:

- Encore Express install process
- Software and hardware components needed for the product
- Connection of the hardware
- Installation of the various VoIP solutions supported by the product
- Configuration of the Encore Recorder
- Configuration of Portfolio
- Installation of the workstation hardware
- Troubleshooting the system

The WebEx course will be scheduled, as needed by our product dealers.

REGISTRATION

To register for a class, or for additional information, contact Ileska Hall at 480-538-7739 or via e-mail at IHall@TDIinc.com.

About TDI

TDI is a leading provider of revenue accelerating solutions for the contact center industry. For 25 years organizations have relied on TDI's proven technology, innovative solutions, and quality services to develop their workforce, optimize the customer experience, and improve sales and service revenues.

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