

# Education Services

## Encore™ and Liberation® Training Program

Effective training is essential to the success of any contact center technology investment. One way TDI helps organizations achieve their business goals is through our educational services program. Our classroom and web-based Liberation training courses are designed to help your organization increase revenue, develop its workforce, and improve productivity.

### Highlights

- Develop and modify basic and complex scripts on-the-fly
- Build and manage successful sales and service campaigns
- Monitor recordings for compliance, coaching, and quality assurance
- Score and evaluate agent performance in real-time

### ENCORE MANAGEMENT ESSENTIALS WEBEX TRAINING

The TDI Encore Management Essentials training was created to provide Encore users with the best practices they need to improve agent performance, ensure compliance, and enhance the customer experience.

The classes, which are offered via the Web, are divided into individual modules so that they can be taught separately or combined with other modules to reflect the system configuration of the customer. The 3 modules are:



**Encore Administrator/User Guide** module teaches students 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** module teaches students how to:

- Score and evaluate customer interactions in real-time
- Monitor recordings for quality assurance and compliance purposes
- Coach and develop agents using Encore best practices

**Portfolio Administrator/User Guide** module teaches students how to:

- Create customized reports that include your organization's KPIs
- Effectively manage agent, team, and campaign performance
- Identify, track, and analyze reporting trends

## Operational and Advanced Liberation® Training Classes

The TDI Operation and Advanced Liberation training was created to provide Liberation users with the best practices they need to maximize campaign results, enhance contact center effectiveness, and increase employee & customer satisfaction.

### OPERATIONAL TRAINING

**Liberation Management Essentials**, which is taught on-site at the time of installation, teaches supervisors how to:

- Make on-the-fly script modifications
- Build and manage successful campaigns
- Run real-time agent, team, and campaign reports
- Import and export customer data



### ADVANCED TRAINING

**Liberation Application Design** is an intensive five-day, classroom-based course that teaches participants how to:

- Develop new scripts with our DialogWizard application
- Create simple script navigation commands
- Perform basic programming logic
- Manage campaigns via import routines, filters, and reports

**Liberation Advanced Application Design & Integration** is an intensive 5 day, classroom-based course that teaches participants how to:

- Create and develop complex scripts and script logic
- Access, write to, update and delete data from external tables utilizing queries
- Import and export SQL DTS packages
- Create and manage call record printout and summary reports
- Troubleshoot the SQL database utilizing Query Analyzer

### REGISTRATION

To register for a class, 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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