

Extended Training Courses

Technology For Business (TFB) now offers system and application training for clients and distributors. Classes are conducted on-site and at TFB's facilities as dictated by student needs. In some instances, training is performed at the client site to take advantage of unique configuration, application, and data connectivity environments.

Course Offerings

4 1: CTI Server Administration

Comprehensive administration and maintenance of Automated Peak Manager (APM) applications. Includes software setup on CTI Server, custom configuration of APM features, and CCV programming tips related to CTI implementation. Designed primarily for technicians, administrators, and hands-on supervisors. *See page 3 for detailed course information.*

4 2: System Setup and Installation

A hardware-oriented course with emphasis on server hardware configuration, and hardware connections between CTI Server, the LAN, and the ACD. Designed primarily for installation technicians. *See page 4 for detailed course information.*

4 3: Custom Application Development

A programming course focused on VOS application development using TFB's API. Requires a working familiarity with VOS, and a fundamental understanding of computer programming principles and program flow. *See page 5 for detailed course information.*

4 4: Sales and Distribution Overview

Designed to facilitate an understanding of TFB's position in the CTI marketplace, product features, and the capabilities provided through TFB custom programming services. Tailored specifically for sales reps and sales engineers at the distributor and dealer level. *See page 6 for detailed course information.*

4 5: Auto Attendant Administration

Focuses on the administration and configuration of TFB's Enhanced Automated Attendant package. Topics include menu planning and set-up, recording auto attendant prompts, and special case scenarios. *See page 7 for detailed course information.*



Location

Training is conducted in a casual business environment at TFB facilities in Manhattan Beach, California. We can help you arrange transportation from nearby Los Angeles International Airport, as well as local accommodations for an overnight stay.

TFB offers training at the client site by special arrangement.

Materials

TFB supplies course-related materials, including training manuals, supplementary documentation, and sample files on CD ROM. Lunch is also provided by prior arrangement.

Schedule and Class Size

Two scheduled courses are held each month, with a maximum of six seats per session. For the current schedule, visit TFB on the web at <http://www.tfbc.com/support/training>. Every effort will be made to accommodate clients who are unable to attend a course at the scheduled time. Please email requests for alternate dates to training@tfbc.com.

Fees

- ◆ TFB Site - Your TFB representative can quote a training rate at a TFB location based on per person, per day, plus expenses to accommodate student facilities and equipment.
- ◆ Client Site - We also offer training at the user location on a per day, per person basis (plus expenses). Assumes use of client systems and applications.

Training fees are payable in advance. Cancellations are subject to a per person fee, provided participants notify TFB in writing at least 72 hours prior to the scheduled class time. Otherwise, participants are liable for the full fee.

Registration

Registration is available on a first-come basis. To register, or for more information, call us between 9 A.M. and 5 P.M. PST at **310-491-3800**. Or contact us via email at training@tfbc.com.

Course 1 CTI Server Administration

(2 days, 9AM-5PM)

Who Should Attend Technicians and supervisors involved in hands-on maintenance, installation, setup, troubleshooting, or configuration of CTI Server. May not be appropriate for senior supervisors who have no direct interaction with CTI Server.

Description For call center professionals who want to go beyond basic configuration of APM and CTI Server. Topics include report generation, announcement recording techniques, a review of all APM features, and techniques for handling a wide range of configuration scenarios. Also includes procedures for APM optimization, effective troubleshooting, power-out recovery, and considerations related to multi-node systems.

Objectives Upon successful completion of this course, attendees will be able to:

- ◆ Use the TFB configuration tools to effectively customize and fine-tune APM applications
- ◆ Generate and analyze reports
- ◆ Record, manage, and optimize spoken announcements
- ◆ Configure APM for addition of IVR ports or new agent positions
- ◆ Troubleshoot common issues related to routing, feature configuration, and communication between CTI Server and the ACD
- ◆ Configure 'failsafe' CCVs to properly route calls to CTI features
- ◆ Safely restart CTI Server under power-out recovery conditions
- ◆ Administrate multi-node systems

Course 2 System Setup and Installation

(1 day, 9AM-5PM)

Who Should Attend Installation and PBX Technicians

Qualifications A background that includes Windows NT operation, a working knowledge of LAN connectivity, and CCV programming experience.

Description With end-users increasingly opting to supply their own NT hardware, installation frequently involves internal PC hardware configuration. APM is designed to run on any NT box meeting the minimum configuration requirements, so the installer may be called upon to configure a raw server with telephony boards, Dialogic drivers, and application software on-site. Hardware configuration and integration procedures are detailed from the ground up. Learn to prepare a client-supplied NT server to act as the CTI platform, and to integrate it into the call center environment. Multi-node considerations and variances in PC hardware are also discussed.

Objectives Upon successful completion of this course, attendees will be able to:

- ◆ Setup CTI Server– required peripherals, telephony cards on ISA or PCI bus systems
- ◆ Address common PC configuration issues
- ◆ Install specialty boards – Fax, Antares DSP Platform
- ◆ Install and configure Dialogic drivers on CTI Server
- ◆ Install APM applications on CTI Server
- ◆ Connect CTI Server to the ACD and the LAN
- ◆ Complete initial CCV setup related to CTI connectivity
- ◆ Test and troubleshoot CTI Server
- ◆ Install APM Workstation features on agent PCs

Course 3 CTI Application Development

(2 days, 9AM-5PM)

- Who Should Attend** Programmers at the end-user planning to develop custom CTI/IVR applications using TFB's API for the Envoy CT_ADE (VOS) programming language.
- Qualifications** Course 5, Auto Attendant Administration. Prior proficiency in the CT_ADE (VOS) programming language, and at least one other high level programming language; TFB's CTI Server Administration course is highly recommended.
- Description** Designed for programming in the related disciplines of IVR applications. CTI Server system will require the addition of Dynamic Link Libraries (DLL), which will be provided by TFB, for fee, based upon the applications specified by the user. Includes:
- ◆ Application development and management (CTI)
 - ◆ Data connectivity (C/C++ background required)
 - ◆ Report and statistics generation
 - ◆ Overview of VOS toolkit (SDK available from Envoy as a separate purchase)
- Objectives** Upon successful completion of this course, attendees will be able to:
- ◆ Develop custom CTI and IVR Applications in TFB's CTI Server environment
 - ◆ Effectively use TFB's CT_ADE (VOS) API to build custom features and applications

Course 4

Sales and Distribution Overview

(1 day, 9AM-5PM)

Who Should Attend Sales reps and sale engineers from authorized TFB distributors

Description

Designed to enhance call center product and market knowledge of authorized TFB distributors. Interactive discussion topics include trends in the CTI marketplace, the changing mission of call centers, and emerging CTI technologies. TFB products and services are presented along with sample call center configuration scenarios. Includes:

- ◆ Industry Overview
- ◆ What is CTI?
- ◆ TFB's position in the CTI Marketplace
- ◆ Call Center Fundamentals
 - Roles within the call center
 - Operational Imperatives
- ◆ The Automated Peak Manager (APM) feature set
- ◆ Presenting TFB products and services to prospective customers

Objectives

Upon successful completion of this course, attendees will be able to:

- ◆ Effectively present TFB's CTI Server-based product line to prospective clients
- ◆ Tailor product presentations to address the specific needs of the prospect
- ◆ Answer commonly asked questions from prospects regarding capabilities, features, and benefits of TFB's product line

Course 5 Auto Attendant Administration

(1 days, 9AM-5PM)

Who Should Attend Administrators and supervisors charged with maintaining and altering call flow and touch tone menus. Also programmers who plan to develop custom CTI/IVR applications using the CT_ADE programming language.

Prerequisites Prior experience using Windows applications and a broad understanding of call center concepts.

Description Focuses on the administration and configuration of TFB's Enhanced Automated Attendant package. Topics include menu planning and set-up, recording auto attendant prompts, and special case scenarios.

Materials included:

- ◆ TFB Course Guide

Objectives Upon successful completion of this course, attendees will be able to:

- ◆ Understand the structure of menu trees
- ◆ Understand the parameters related to definition of a touch tone menu
- ◆ Develop and modify touch tone menus and menu trees
- ◆ Record custom prompts for use with Auto Attendant Menus
- ◆ Effectively troubleshoot and debug menu related issues

