MITEL MICONTACT CENTER AND MIVOICE CALL ACCOUNTING

TRAINING OPTIONS WHITEPAPER

SEPTEMBER 2013

ABOUT THIS DOCUMENT

This document is intended to help Mitel Dealers and Sales representatives understand the training opportunities available for their customers in order to ensure that training requests meet customer needs and expectations.

Mitel MiContact Center and MiVoice Call Accounting

Training Options White Paper

September 18, 2013

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MITEL MICONTACT CENTER & MIVOICE CALL ACCOUNTING TRAINING

Mitel® offers training courses for technicians, system engineers, system administrators, supervisors, and agents using Mitel MiContact Center, IVR Routing, and MiVoice Call Accounting applications. Each course provides a consistent, high-quality experience and delivers the depth of knowledge required to increase productivity and return on investment. To meet your business needs, we provide flexible scheduling options, on-site leader led instruction, self paced learning, and virtual classrooms for a hands-on experience.

With our comprehensive training offerings you can give your employees the skills they need to best realize the full potential and value of our contact center, IVR, and call costing solutions.

- Help increase the likelihood of first contact resolution
- Increase your team's productivity
- Take advantage of the full potential of your investment in Mitel solutions
- Ensure your business constantly delivers optimal customer experiences

This White Paper is designed to provide an overview of the Mitel MiContact Center and MiVoice Call Accounting training offerings. It includes the following sections:

- **Delivery Options**
  This section details the variety of deliver methods available for Mitel MiContact Center and MiVoice Call Accounting training.
- **What Training Should a Customer Take?**
  This section proposes training based on Frequently Asked Questions about which training courses are best tailored to a user's specific needs.
- **Course Descriptions**
  This section provides detailed course overviews, including the length and scope of the Mitel MiContact Center and MiVoice Call Accounting training offerings.
- **Training Tracks**
  This section details recommended training tracks based on a user's job function. For example, end-users and agents, supervisors, and IT administrators.
- **Appendix**
  The Appendix includes the following sub-sections: Training Matrix, Workforce Scheduling Consultancy, and Training Policies.

DELIVERY OPTIONS

Mitel offers three core training offerings: Basic "How To" Videos, Self-paced Learning, and Leader-led Training.

BASIC "HOW TO" VIDEOS

Our basic "how to" video training is a simple, free training offering that covers core product use. It is great for providing staff with an understanding of key contact center functionality. Currently we offer videos on real time, reporting, alarming, marquee monitoring, forecasting, and a variety of IVR functionality.

The Basic "How To" Videos are available on-demand though www.mitel.tv, under Mitel Solutions=>Customer Interaction.

SELF-PACED LEARNING

Our self-paced learning is an on-demand, cost-effective means of training your staff. It can be completed on your own time and does not need to be scheduled and is great as a refresher for training experienced staff. Reference material is included with the purchase of any course. For a complete listing of self-paced courses, see Course Descriptions.

The self-paced training offering is available through our online Learning Management System.

LEADER-LED LEARNING

Our leader-led learning is scheduled through our training department and conducted by Contact Center Specialists with years of field experience with contact centers. It includes consultation to extensively customize training and address specific business challenges. Up to 7 attendees can participate in a session and training can be delivered on-site at your location or through virtual classrooms. This offering includes virtual software environments for a hands-on learning experience and reference material is included with the purchase of any course. For a complete listing of leader-led courses, see Course Descriptions.

WHAT TRAINING SHOULD A CUSTOMER TAKE?

The following section proposes training based on frequently asked questions about which training courses are best tailored to specific needs.

Q: I want to know more about ACD (Automatic Call Distribution). I want to run reports and/or track real-time ACD call activity for agents and queues.
A: Supervising MiContact Center training

Q: I want to know more about how to configure and maintain my Mitel software solution.
A: Administering MiContact Center training

Q: I want to run reports and/or track real-time, non-ACD voice extension, activity and if necessary, cost call activity.
A: Call Accounting training

Q: I want to learn how to use report templates, and/or pick from a list of statistics to create custom reports.
A: Creating Flexible Reports training

Q: I want to learn how call flows are configured and if necessary create an interactive tree for my customers when they call my company.
A: Installing and Maintaining Your IVR or Intelligent Queue Network Administrator training

Q: I want to know more about my IVR solution and how to configure it.
A: Installing and Maintaining Your IVR

Q: I want to learn how to build a work schedule for my employees and, if necessary, ways to manage and measure adherence to that schedule.
A: Workforce Scheduling training

Q: I am a Mitel Dealer and would like to learn how to install and configure MiContact Center software for our customers.
A: MiContact Center Installation and Maintenance

Q: I want to get my employees trained on how to use the PC phone software built into Contact Center Client.
A: Utilizing PhoneSet Manager / Softphone training

Q: I want to get my employees trained on how to use and manage queued emails, chat, fax, or SMS.
A: Multimedia Contact Center training

Q: I am a dealer in Australia. Is there training for my sales team and end customers in my region?
A: Yes, our web-based, leader-led courses are available for dealers, sales representatives, and end customers in Australia. Training for this region can be ordered via Mitel Australia or Authorized Mitel Australia Channel Partners.

Q: I am a dealer in the United Kingdom. Is there training for my sales team and end customers in my region?
A: Yes, please contact your Mitel Authorized Channel Partner or Mitel UK for details.

Q: If I book training with you today, when can I expect my training to be delivered?
A: The lead time on training is typically 3-4 weeks. We will respond to your request and set expectations for delivery times within 2 business days.

Q: Are there any free training options available?
A: We offer a variety of “how to” videos which are available through Mitel TV. Currently we offer several on core MiContact Center functionality covering real-time, reporting, alarming, marquee, and forecasting and IVR Routing functionality.

Q: What training options are available for the MiContact Center for *Microsoft Lync* offering?
A: We offer three courses for users of the Lync-based contact center solution: Supervising Your Lync Contact Center, Administering Your Lync Contact Center, and Lync Client Training for Agents.

COURSE DESCRIPTIONS

There are three core audiences for our MiContact Center and MiVoice Call Accouting training:

- **Agents**—employees within your business that answer Automatic Call Distribution (ACD) calls. They typically do not run reports, though they may have access to real-time monitors within Contact Center Client.
- **Supervisors**—employees within your business that act as supervisors or managers within the contact center. They typically run and receive historical reports on agent and queue statistics and monitor contact center activity in real time using Contact Center Client.
- **Administrators**—employees within your business, typically members of your IT department, who are responsible for configuring and maintaining the system. Responsibilities include routine tasks such as adds/edits/deletes and basic troubleshooting.

Each course provides a consistent, high quality experience and delivers the depth of knowledge required to increase productivity and return on investment. To meet your business needs, we provide flexible scheduling options, on-site leader led instruction, and virtual classrooms.

The following sections detail each course offering, including target audience, delivery method, hours allocated to the course, and maximum number of participants (with the exception of the I&M Certification and IVR Routing course, which have a minimum number of participants). There is an additional cost per student if you want to train more than the maximum number of participants. For pricing or to request a quote, please contact your Mitel authorizedPARTNER.

MiCONTACT CENTER I&M CERTIFICATION

Audience: Administrators
Delivery Method: On Site / Remote
Hours Allocated: 40 HRS
Min. Participants: 6

The MiContact Center Installation and Maintenance (I&M) Certification course is a 5 day, onsite, virtual, or remote leader-led course that provides advanced hands-on training that teaches you how to successfully install and maintain an Enterprise Contact Center configuration. Installation and maintenance topics covered include Contact Center Management ACD, Call Accounting, and IVR Routing—Visual Workflow Manager. You will also gain a detailed understanding of the Contact Center Management architecture, media server configuration, how to perform telephone system synchronization, and the best practices for maintaining your software. Once the course curriculum and exam have been completed, participants will receive a MiContact Center I&M Certificate.

SUPERVISING YOUR MiCONTACT CENTER

Audience: Supervisors
Delivery Method: On Site / Remote
Hours Allocated: 4 HRS
Max. Participants: 7

This course runs up to 4 hours and is designed for managers and supervisors. It includes a review of reporting configuration options and instruction on generating and automatically distributing reports. Participants will learn how to forecast service level objectives and use tools to monitor and audit real-time statistics for Automated Call Distribution (ACD) licensed environments.

ADMINISTERING YOUR MiCONTACT CENTER

Audience: Administrators
Delivery Method: On Site / Remote
Hours Allocated: 4 HRS
Max. Participants: 7

This course runs up to 4 hours. It is designed for technical support staff who are responsible for maintaining and configuring Contact Center Management software installed in an ACD licensed environment. Participants will review available resources, in-depth information on administration and configuration options, and best practices. This course is also offered as a module within the Contact Center I&M Certification course.

MULTIMEDIA CONTACT CENTER

Audience: Agents
Delivery Method: On Site / Remote
Hours Allocated: 2 HRS
Max. Participants: 10

This course time frame varies in duration and is designed for supervisors, managers, and agents. The training is tailored to your specific configuration needs and includes a free preliminary consultation prior to the training session to ensure topics and time frames align with your target audience. This course can include end user training for agents who respond to emails, chats, and/or faxes, and training for supervisors who manage and run reports on agent and queue performance.

INSTALLING AND MAINTAINING YOUR IVR

Audience: Administrators
Delivery Method: On Site / Remote
Hours Allocated: 2 x 6 HRS
Min. Participants: 6

The Installing and Maintaining Your IVR course is a 3 day, virtual, leader-led class. It is designed for administrators who will be responsible for implementing and maintaining Visual Work Flow Manager. Through hands on approach, students will gain the necessary knowledge and skills to fully deploy a Visual Work Flow Manager IVR solution. Each student will be provided their own lab environment where they will be able to put to practice the skills learned during training. Upon completion of this course, you will be able to design a call flow using various activities such as subroutines and rules, create a callback plan, and define the necessary recorded announcement device (RAD) messages.

CALL ACCOUNTING

Audience: Supervisors & Administrators
Delivery Method: On Site / Remote
Hours Allocated: 4 HRS
Max. Participants: 7
The Call Accounting course runs up to 4 hours. It is highly recommended for network administrators, managers, and supervisors who are involved in the day-to-day operations, reporting, and monitoring of Call Accounting licensed configurations. The course includes instruction on Call Accounting configuration and report management and is delivered in two parts. The first part involves a discovery session provided prior to your training session. It focuses on your Call Accounting configuration needs and ensures your Call Accounting system is optimally configured and functioning properly prior to the training session. The second part focuses on the Call Accounting reporting engine and tailoring the various call costing and subscriber billing reports to your specific need.

INTELLIGENT QUEUE NETWORK ADMINISTRATOR

Audience: Administrators
Delivery Method: On Site / Remote
Hours Allocated: 4 HRS
Max. Participants: 7

This course runs up to 4 hours. It is designed for administrators who want to have a general understanding of their existing Intelligent Queue setup and learn best practices for configuring and maintaining their system. A step-by-step walk through is provided and a review of specific resources for support and maintenance.

CREATING FLEXIBLE REPORTS

Audience: Supervisors & Administrators
Delivery Method: On Site / Remote
Hours Allocated: 2 HRS
Max. Participants: 7

This course runs up to 2 hours and is designed for administrators, managers, and supervisors who need to know how to create and generate custom reports. It includes a step-by-step review of options and features and provides interactive, trainer-led exercises for custom report generation. We recommend you contact the Training department prior to your training session for a needs assessment interview where we will plan the session and determine the appropriate types of reports to design.

UTILIZING PHONESET MANAGER / SOFTPHONE

Audience: Agents
Delivery Method: On Site / Remote
Hours Allocated: 1 HR
Max. Participants: 10

You must contact **a** trainer prior to setting up your Contact Center PhoneSet Manager / Softphone training session to determine how many participants will attend and to organize training time frames. A single training session takes approximately 1 hour—multiple sessions may be required depending on the number of participants and their scheduled attendance. This course is designed for agents, supervisors, and managers who will use desktop computers as IP-based phones on a daily basis to communicate with each other and with customers. Contact Center PhoneSet Manager automates Mitel IP phone sets from computer desktops.

WORKFORCE SCHEDULING

Audience: Administrators
Delivery Method: On Site / Remote
Hours Allocated: 8 x 2 HRS
Max. Participants: 7

This course is a minimum of 8 separate 2-hour web based training sessions or a minimum of 2 full days of on-site training. It is designed for administrators who schedule employees using Workforce Scheduling to schedule employees and Schedule Adherence to measure adherence to schedules. Prior to your training session, you must book a preliminary 1- 2 hour consultation to ensure the training session is tailored to your scheduling requirements. More information on the mandatory consultancy in Workforce Scheduling Consulting.

SUPERVISING YOUR LYNC CONTACT CENTER

Audience: Supervisors
Delivery Method: On Site / Remote
Hours Allocated: 3 HRS
Max. Participants: 7

This course runs up to 3 hours and is designed for managers and supervisors who will run both real time and historical reports. It provides an understanding of reporting configuration options and training on **h**ow to generate and auto distribute reports. You will become familiar with forecasting service level objectives as well as the tools used to monitor and audit real-time statistics for an ACD (Automated Call Distribution) licensed environment.

ADMINISTERING YOUR LYNC CONTACT CENTER

Audience: Administrators
Delivery Method: On Site / Remote
Hours Allocated: 4 HRS
Max. Participants: 7

This course runs up to 4 hours and is designed for the technical support staff responsible for maintaining and configuring the Contact Center Management software on a regular basis after installation. Participants will review resources available as well as gain in depth knowledge of administrative and configuration options and best practices.

LYNC CLIENT TRAINING FOR AGENTS

Audience: Agents
Delivery Method: On Site / Remote
Hours Allocated: 1 HR
Max. Participants: 10

This course runs up to 1 hour and is designed for agents who will be using the Mitel Ignite Client. They will learn to use the functions available in the tool as well as the real-time features of the dashboard.

SELF-PACED SUPERVISING YOUR MiCONTACT CENTER

Audience: Supervisors
Delivery Method: Online
Hours Allocated: 2 HR
Max. Participants: 1

This self-paced course is designed for managers and supervisors. It provides an understanding of the reporting configuration options available and training on how to generate and auto-distribute reports. You will also become familiar with forecasting service level objectives as well as the tools used to monitor and audit real-time statistics for an ACD (Automated Call Distribution) licensed environment.

SELF-PACED ADMINISTERING YOUR MiCONTACT CENTER

Audience: Administrators
Delivery Method: Online
Hours Allocated: 2 HR
Max. Participants: 1

This self-paced course is designed for technical support staff that are responsible for maintaining and configuring the Contact Center Management software after installation of an ACD (Automated Call Distribution) licensed environment. Participants will review the resources available to them, as well as gain in depth knowledge of administrative and configuration options and best practices.

SELF-PACED CREATING FLEXIBLE REPORTING

Audience: Supervisors & Administrators
Delivery Method: Online
Hours Allocated: 1 HR
Max. Participants: 1

This is a self-paced course designed for administrators, managers, and supervisors who are looking to learn how to create and generate custom designed reports. The course takes you step by step through the different options and features available in the application and involves you in an interactive exercise to create a custom report. Through the examples used and the skills learned you will be able to create custom reports of your own.

SELF-PACED UTILIZING PHONESET MANAGER / SOFTPHONE

udience: Agents
Delivery Method: Online
Hours Allocated: 30 MINS
Max. Participants: 5

This is a self-paced course designed for agents, supervisors and managers to learn how to efficiently use the soft phone on a daily basis to communicate with each other and their customers. Contact Center PhoneSet Manager and Contact Center Softphone enable agents to use their desktop computers as IP-based phones. You will learn to set the soft phone configuration options and how to use the soft phone interface to do things such as answer, hang up and transfer calls.

SELF-PACED SALESFORCE.COM CONNECTOR

Audience: Agents
Delivery Method: Online
Hours Allocated: 30 MINS
Max. Participants: 5

This self-paced course takes the user through some of the basic configuration of the Salesforce.com Connector as well as the functions of the Connector tool bar. Users will learn how to launch the Connector and navigate through its options to perform tasks such as answering calls and creating new call notes. The use of the client logs and troubleshooting some common issues is also covered in this course.

TRAINING TRACKS

The following table details the training tracks that are available to agents, managers/supervisors, and network administrators within your business.

AGENTS	SUPERVISORS/MANAGERS	NETWORK ADMINISTRATORS
Utilizing PhoneSet Manager / Softphone	Utilizing PhoneSet Manager / Softphone	Administering Your MiContact Center
Multimedia Contact Center	Multimedia Contact Center	Installing and Maintaining Your IVR
Salesforce.com	Salesforce.com	Intelligent Queue Network Administrator
Lync Client Training for Agents	MiVoice Call Accounting	
	Creating Flexible Reporting	MiVoice Call Accounting
	Supervising Your Lync Contact Center	Creating Flexible Reporting
		Workforce Scheduling
		MiContact Center Installation & Maintenance
		Administering Your Lync Contact Center

ORDERING INFORMATION

The Mitel MiContact Center and MiVoice Call Accounting Training purchasing cycle has the following work flow:

1. Customer contacts their Mitel Dealer or Channel Partner.
2. Dealer works with Mitel for a Training quote.
3. The customer and Dealer/Channel Partner accepts the quote.
4. Payment is processed, either through PO or credit card transaction.

If you have any questions regarding Mitel Contact Center and Call Accounting Training, please contact:

- Email: micctraining@mitel.com
- Phone: 613-592-2122

APPENDIX A: WORKFORCE SCHEDULING CONSULTING

We recognize that investing in Workforce Management software is a major undertaking and we want to make sure you leverage its advantages to reach its fullest potential.

When you start with Mitel Workforce Scheduling, Mitel will have their consulting professionals: assess the needs of your organization; analyse your historical contact center data; review department, corporate, and government guidelines; factor in budget allowances, wages, and contractual terms; assess the availability of your employees; and work with all required parties to guide you through the initial implementation and design of an optimized working schedule.

INTRODUCTION TO BEST PRACTISES FOR SCHEDULING

Before learning or configuring our scheduling software, you first need to review scheduling best practises and assess common scheduling scenarios and misconceptions about contact center scheduling. You need to learn what questions to ask yourself, your managers, your agents, and your executives. You need to collaborate with all interested parties and reach consensus on how you want to schedule each department. The benefits to scheduling software are endless. In order to leverage the software to the fullest extent, you first need to establish a scheduling plan, and that is why we are here to help.

Mitel Workforce Scheduling software is not only an mechanism to help you provide a high level of consistent reliable customer service, support, and satisfaction, but it is also an instrument to help employees and management work together to deliver the best possible schedules, allowing all participants to maintain a healthy work/life balance. It will ensure that your resources and time are used as effectively and efficiently as possible. It will also help you remember all the tasks and appointments your staff are booked for, ensuring that you always have the sufficient coverage required to be known as a reliable business.

USING MITEL WORKFORCE SCHEDULING

Mitel Workforce Scheduling is a software toolkit containing a wide variety of workforce management solutions in order to address the many requirements of contact centers, customer types, and state regulations, not to mention the vast variety of shift variations. Often, the drive to purchase Workforce Scheduling software is part of a desire to move beyond the spreadsheet, get the best out of each employee, and deliver the best service at the most appropriate times.

WHY IS CONSULTING MANDATORY?

While experience shows that employee scheduling software guarantees the best possible synthesis of optimized staff schedules and employee scheduling requests, if you do not know core scheduling best practises and how to make the most of your workforce management solution, you will almost always end up frustrated and disappointed. Our expertise is critical to your success in understanding the value and impact of each workforce scheduling option and optimal configuration of the system is key to your success.

STEPS TO SUCCESS

No matter how large or small the schedule, the steps to success remains the same. Mitel’s skilled team of Workforce Scheduling consultants will assist with the following:

- Assessment: review of current scheduling processes, identify participants, operational needs, business practises, and desired outcomes
- Best practises: review contact center scheduling scenarios and learn core best practises for optimal scheduling
- Project planning: solidify goals, meet with each team, and design best fit schedule(s)
- Model roll out: select a small user group to use as the model for the initial schedule

- System configuration: ensure installation is complete, core configuration elements are programmed, and unique scheduling elements are programmed to fit the scheduling model
- User acceptance: validate that the model aligns with the identified business requirements
- Daily user training: specific to your system configuration and tailored to each department's end users
- Live: after the implementation is complete, allow it to run live for a period of time
- Review and fine-tune: a final review with our consultants is conducted to confirm your system is running smoothly. This is also an opportunity to answer any advanced training queries that daily use has identified in order to further improve your Workforce Scheduling configuration and optimized schedules

CONTACT US

For more information about Mitel Workforce Scheduling consultancy, please contact:

Scott Dixon
Manager of MiContact Center Technical Training, Mitel
613-592-2122, Extension 41293
scott_dixon@mitel.com

APPENDIX B: TRAINING MATRIX

The following table outlines which bundles of training is available dependent upon the Mitel Contact Center and Call Accounting licenses that a customer owns.

MITEL LICENSE	SUGGESTED TRAINING
Contact Center Basic Starter Pack	☐ Supervising Your MiContact Center ☐ Administering Your MiContact Center
Contact Center Standard Starter Pack	☐ Supervising Your MiContact Center ☐ Administering Your MiContact Center ☐ Creating Flexible Reporting ☐ Call Accounting
Contact Center Advanced Starter Pack	☐ Supervising Your MiContact Center ☐ Administering Your MiContact Center ☐ Creating Flexible Reports ☐ Call Accounting ☐ Utilizing PhoneSet Manager / Softphone ☐ Salesforce.com Connector
Contact Center Premium Starter Pack	☐ Supervising Your MiContact Center ☐ Administering Your MiContact Center ☐ Creating Flexible Reports ☐ Call Accounting ☐ Utilizing PhoneSet Manager / Softphone ☐ Multimedia Contact Center
Workforce Scheduling **NOTE:** This training is mandatory with the purchase of Workforce Scheduling and can be used with all starter packs.	☐ Workforce Scheduling
Any Intelligent Queue Starter Packs Enterprise or Business Edition versions	☐ Intelligent Queue Network Administrator
Contact Center Management Business Edition	☐ Supervising Your MiContact Center ☐ Administering Your MiContact Center
Contact Center Integrated Client **NOTE:** Requires Business Edition Agent License or can be used on Non ACD extensions. Provides access to PhoneSet Manager	☐ Utilizing PhoneSet Manager / Softphone
IVR Routing – Standard , Advanced, or Premium starter packs	☐ Installing and Maintaining Your IVR

APPENDIX C: TRAINING POLICIES

This appendix outlines the Mitel MiContact Center and MiVoice Call Accounting Software Booking, Payment, and Cancellation Policies.

BOOKING POLICY

The following training booking policy is designed to ensure that the dealer/customer being trained has a positive and enriching training course.

- Mitel will respond to all general training inquiries within 2 business days of the original request.
- Once the specific course(s) has been chosen by the dealer/customer, your Technical Trainer will offer his/her earliest availability to conduct the course. Your Technical Trainer will offer one morning session and one afternoon session for the dealer/customer to choose from. **NOTE:** Mitel conducts training sessions in EDT time unless agreed upon with your designated Technical Trainer. Please note that typical leads times for training are between 3 and 4 weeks.
- Once your Technical Trainer has provided their availability, they will hold the provided dates no longer than 3 business days. If the provided dates are not confirmed within these 3 business days, you are subject to losing your available dates and subject to re-scheduling without notice. You will be notified by your Technical Instructor if the dates that you have chosen have been rescheduled as soon as possible.
- After confirmation of the training date(s) with your Technical Trainer, payment must be received within 2 business days to fully commit to the desired date. Please note that no training courses will be conducted without receiving payment prior to the agreed upon training date. If payment is not received within the two business days, your Technical Trainer may release your agreed upon training date(s).
- The Mitel training team will also conduct a small health check on the customer system to ensure that the training will not be affected by unknown issues. The following checks will be completed approximately 5 business days before the agreed upon training dates (based on dealer/customer availability):
    - Review of open customer support tickets if any—if a support ticket is found to potentially cause issues with the delivery of the training, your Technical Trainer may re-schedule the training to a new time based on when the issue is resolved.
    - Remote connection test—the primary purpose of this test is to ensure that the remote connection tools used by Mitel function in the dealer/customer network. During this time, your Technical Instructor will ensure that access to the required applications, tools, and real-time and historical reports is available. If there are any issues found during this short test, you Technical Trainer may re-schedule the training class for a later date.

PAYMENT POLICY

Mitel requires full payment of web-based training courses prior to the course delivery. If under certain circumstances this is not possible, Mitel's management team must approve proceeding with the delivery of the desired training. Approval may take up to one business day.

At Mitel, we aim to accommodate many different dealer/customer needs and therefore accept several methods of payment. Below is a list of the acceptable methods of payment listed in order of preference:

1. Credit Card
2. Purchase Order
   NOTE: If this method is selected, the purchasing party must ensure Mitel receives a cheque for the amount of the invoice within 5 business days of the training date(s)
3. Wire Transfer

CANCELLATION POLICY

Students may cancel their enrollment or reschedule their class registration up to 11 business days in advance of the course start date with no cost penalty incurred by the student/business organization.

Students who cancel/reschedule within 10 days of the course start date will be charged as follows:

- 6-10 days prior to the course start the student/business organization will be charged 50 percent of the course costs.
- Cancelations within five days of the course start date are not accepted and the student/business organization is liable for the full cost of training.

NOTE: Exceptions to this policy will be granted if a class is cancelled or a student is unable to attend due to an act of nature that prevents travel to the training location.

For more information, please contact a Contact Center Solutions Expert at 877-NORCOM1, by email at contact@norcomsolutions.com or visit us online at norcomsolutions.com/contact-center-training

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