



GTS Course Catalog

Services	Description	User per Session	Duration
User Adoption Consulting			
End User Adoption Solution (EUAS)	<ul style="list-style-type: none"> ➤ Project Communication ➤ User Case Identification ➤ Business Analysis ➤ Requirements Gathering ➤ User Enablement and Training ➤ End User Materials (QRG) ➤ Level 1 Migration Support 	TBD	Contact us for recommendations on a customized solution
Data Collection/Station Review	A station review will be conducted to create the database of features to be assigned per device.	TBD	Contact us for a custom solution
Voice / Unified Communications Training			
Avaya Aura 2400/4600 Avaya One X Aura 9400/9600	Users will be introduced to the new concepts of UC including customizing the device, call handling, accessing speed dials and setting up voicemail preferences.	60 to 75 Users/day	(5) 60-minute Basic Sessions may be delivered Daily
Cisco 7900/8800/9900 Cisco Jabber Webex Calling MS Teams Calling	Users who attend this session will maintain productivity during the deployment while the customer will ensure the highest ROI. A hands-on lab will be designed to provide end users with the opportunity to master features associated with the implementation.		(4) 90-minute Standard sessions may be delivered daily
AWS Connect	This session is designed to target users are required to maintain quality during the voice implementation.		(3) 120-minute Super User sessions may be delivered daily
Mitel MiVoice 6900 Mitel MiVoice 5300 Mitel MiVoice 4400 Mitel Business IP MiVoice Business Console	We conduct a user audit to determine the ideal session for your user base:		(2) 4-hour Ambassador sessions may be delivered daily
Polycom VVX 101/201 Polycom VVX 300 Series Polycom VVX 400 Series Polycom VVX 500 Series Polycom VVX 600 Series Polycom VVX 1500	<ul style="list-style-type: none"> ⇒ Basic Sessions ⇒ Standard Session ⇒ Super User Session ⇒ Ambassador Session ⇒ Administrative Assistants ⇒ Soft Phone Only 		Contact us for recommendations on a customized solution.
Train the Trainer Certification			
Train the Trainer (T3)	Train the Trainer certification empowers companies to maintain the corporate knowledge necessary to build an End User Adoption solution to ensure a smooth migration to the new technology. The T3 will provide each trainer with the knowledge necessary to successfully train end users on products and features that will be deployed as part of the implementation. Participants will obtain the facilitation skills to deliver an effective learning experience for their end users.	Up to 16 corporate/customer trainers	2 to 3 day certification may include (4) stages: >Participation >Self Study >Co-Facilitation > Coaching



Collaboration			
<p>Cisco Jabber Cisco Webex Webex App</p> <p>Microsoft SFB Microsoft Teams</p> <p>Avaya Aura Communicator Avaya Aura IP Office</p> <p>Ring Central</p>	<p>Users will be introduced to the new concepts of collaboration through Use Case Scenarios. Collaboration tools focusing on mobility, persistent Chats, sharing and presenting and scheduling meetings. Users who attend this session will be assured to increase productivity during the deployment while the customer will ensure the highest ROI.</p>	<p>60 to 75 Users/day</p>	<p>(5) 60-minute Basic Sessions may be delivered Daily</p> <p>(4) 90-minute Standard sessions may be delivered daily</p>
Video/Telepresence			
<p>Scopia XT Cisco Webex Board Cisco Webex Room Kits Cisco DX/SX Series TelePresence</p>	<p>User Adoption of video will ensure you can work with anyone, anywhere in the world using desktop video. During the session, we will explore how ensure audio is optimized and contacts are created to so you can see and hear each other as if you're in the same room. The end result will simplify a users workday by helping them form real connections with co-workers, wherever they are.</p>	<p>60 to 75 Users/day</p>	<p>(5) 60-minute Basic Sessions may be delivered Daily</p> <p>(4) 90-minute Standard sessions may be delivered daily</p>
Contact Center (CC) Training			
<p>UCC Agent Training</p>	<p>Agent training will improve performance, reduce business costs, and improve customer experience. Training ensures agents are proficient with the tools to manage calls, communicate with colleagues and supervisors as well as track personal statistics.</p>	<p>45 Users/Day 3 Sessions/Day</p>	<p>(3) 120-minute Agent sessions may be delivered daily</p>
<p>UCC Supervisor Training</p>	<p>Supervisor training will ensure operational efficiency, reduce business costs, and improve customer response. Training equips Supervisors with the performance management tools necessary to effectively manage their contact centers.</p>	<p>45 Users/Day 4 Sessions/Day</p>	<p>(3) 120-minute Supervisor sessions may be delivered daily</p>
<p>UCC Supervisor Reporting</p>	<p>Supervisor training will ensure operational efficiency, reduce business costs, and improve customer response. Training equips Supervisors with the performance management tools necessary to effectively manage their contact centers.</p>	<p>45 Users/Day 4 Hours Sessions 2 Sessions/Day</p>	<p>4 Hours Sessions</p>
First Day of Support Services - Level 1 Migration Support			
<p>First Day of Support (FDoSS)</p>	<p>End User Experts act as the integral liaison between the engineering team and end user. FDoSS is a must for providing reinforcement skills, impromptu training and a SME as a user SME post deployment</p>	<p>Up to 16 corporate/customer trainers</p>	<p>1SME for every 75 user trained.</p>