

Unequaled education and training services



The **Witness Learning Network** is the education and training division of Witness Systems. When you deploy your Witness solution, you also have access to an industry-leading team of professionals who will ensure your team has the knowledge and skills needed to optimize your Witness implementation. Your Witness Learning Network includes technical instructors, curriculum developers and support personnel dedicated to building and delivering education and training programs for our customers and partners.

Education plays a vital role in any implementation. The return on the technology investment you have made can only be fully realized when the system is being utilized by both your business and technical users. Our goal is to transfer the appropriate knowledge to your end users, in order to allow your organization to achieve the maximum business benefit from the solution.

End user training will enable your supervisors, quality managers, schedulers, trainers and business analysts to understand the solution in a way that will allow them to be more productive and more efficient while fulfilling their daily responsibilities. Likewise, administrator training will equip your IT professionals and technical staff with the

information they need to support, troubleshoot and maintain the systems properly on an ongoing basis. Both end user and administrator training are vital components to the success of your implementation.

As a result of being fully trained on the technical aspects of the solution, your organization will be equipped to conduct your own initial diagnosis of an issue, and have the ability to quickly correct common system problems; therefore having less reliance on the Witness Support Network.

After initial implementation of the Witness solution, your processes will continue to evolve as you find new ways to benefit from the new technology. Refresher training is available to educate your end users and administrators on the latest versions of your solution. Likewise, if you have a change in staff, it will be important to get them up to speed on the Witness solution quickly and easily.

The Witness Learning Network will help you understand which courses are right for your organization. Below is a sample of some of the recommended courses associated with each solution and job role. Please reference the course catalog for more detailed courses descriptions and prerequisites.

	Quality Monitoring	Compliance Recording	Workforce Management	Actionable Learning	Performance Management
<i>Agent</i>			<ul style="list-style-type: none"> WFM Agent Training 		
<i>Supervisor or Manager</i>	<ul style="list-style-type: none"> Balance Forms Business Rules Creation (eLearning) Creating Forms, Evaluations & Reports (eLearning) 	<ul style="list-style-type: none"> ContactStore Viewer (classroom & eLearning) 	<ul style="list-style-type: none"> WFM Monitoring & Management 	<ul style="list-style-type: none"> Using Producer (eLearning) 	
<i>System Administrator</i>	<ul style="list-style-type: none"> Balance Server Infrastructure Balance Application Administration Balance Forms 	<ul style="list-style-type: none"> ContactStore Administration ContactStore Bootcamp ContactStore Plus Bootcamp 	<ul style="list-style-type: none"> WFM Application Administration 		<ul style="list-style-type: none"> Vision Installation & Administration
<i>Scheduler</i>			<ul style="list-style-type: none"> WFM Forecasting & Scheduling WFM Advanced Forecasting & Scheduling 		



Key benefits of *The Witness Learning Network* program:

- *Maximize your return-on-investment*
- *Enable productivity and efficiency amongst your end users*
- *Equip your IT professionals to support and maintain the systems*
- *Learn from an experienced team of professional trainers*

Training can be executed in a number of ways. You select the option that best fits your needs.

Witness University

Witness University consists of technical education programs delivered at Witness Systems global training centers. Fully equipped labs and professional instructors deliver in-depth technical knowledge and skills for your Witness solution. Witness University classes are primarily intended for individuals who will administer and support the Witness applications, including information technology professionals who will care for the host servers and networks. Scheduled on a regular, recurring basis, you can easily find the training you need, when you need it. You will find detailed course descriptions and schedules at www.witness.com/training.

Onsite Learning

For tailored training for your contact center supervisors in the day-to-day use of your Witness solution, the Witness Learning Network is ready to respond with quality onsite learning. One of our professional technical instructors will call you before your class to determine any special needs that you may have. In most cases, that same instructor will come to your facility to deliver the class. Your supervisors will not only learn how to use the product, they will learn how to get the most out of it in your environment. They will acquire real-world skills that will help them to be more efficient and effective.

Customized Programs

If your organization has a specialized requirement, our custom education and training services can help. We will design and deliver a course agenda along with courseware personalized to your requirements. In some cases, we can even bring these programs onsite to a facility of your choice. Otherwise, we will deliver your custom program at Witness University. Either way, you can be confident that we will fulfill the unique requirements of your team. While there are usually additional development charges associated with customized programs, the more people you have to train, the more economical this option becomes.

Distance Learning

The Witness Learning Network can also help you extend your training and travel budgets with a range of online classes that can be taken on-demand. As a result, your team will receive the knowledge they need while remaining at home or in the office. Online classes are available for both end user and agent training. Online and synchronous remote classes that can include participants from multiple locations offer you maximum flexibility. Remote lab servers enable you to acquire or refresh hands-on skills without affecting your production servers and networks.

Witness Learning Network Online

The Witness Learning Network is available online via our Web-based education and training management system. Witness Learning Network Online provides you with 24 x 7 global access to Witness Learning Network programs, such as:

- Online course descriptions
- Real-time, up-to-date class schedules
- Online registration with secure payment services
- Individualized profiles and certification progress tracking
- Class request utility for classes that are not currently scheduled
- The ability to take online eLearning classes

To access Witness Learning Network Online, go to www.witness.com/training

Witness Learning Network creates a cost-effective, high-quality training environment designed specifically to meet the development of individuals and training needs of your entire team. Whether on the road, at home or in the office, your staff will always have the most relevant and up-to-date training for your Witness solutions.

"Excellent course content. The manual is very easy to understand and user friendly."

- Quality manager with United Stationers

"Excellent course and instructor. This will be very beneficial when applied to my work environment."

- System administrator with Knology

"Very good course, good learning experience and a great system."

- System Administrator from Royal Bank of Scotland Insurance

"Instructor was very knowledgeable and the course good in all aspects."

- Manager from The AA



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