



Aspect[®] Education Services

On-site Training

As the contact center industry has evolved, so has the need for comprehensive education. With Aspect Education Services on-site courses, you and every member of your team can enjoy the benefits of hands-on training delivered right in your facility or in a location of your choosing. Whether you require a single course or customized training for a major portion of your team, our on-site courses offer you significant savings, an ideal location and exceptional convenience coupled with high-quality instruction.

- **Substantial time and money savings** – enjoy comprehensive, hands-on instruction without excessive non-productive travel time or incurring large expenses for airfare, hotel and transportation.
- **Flexible facility and scheduling options** – hold courses at the time and location that best meet your needs. On-site training enables you to schedule classes based on your business requirements and to hold them in a convenient, cost-effective location of your choosing.
- **Maximum convenience with minimal disruption** – offer your employees the simplicity and convenience of training close to home. Attendees are normally able to keep their usual work schedule and return home each night. They can take advantage of time before and after class to monitor time-sensitive organizational projects or to test their newly acquired skills.

Offerings Overview

Aspect Education Services can provide single courses or customize a full curriculum according to your requirements and timetables.

Facility Options

Our on-site course delivery can be tailored to the workspace you have available. If you have training facilities, our on-site courses will easily adapt to your student PCs and non-production contact center equipment. If you do not have dedicated training facilities, we offer mobile training equipment that will easily adapt to standard conference rooms either at your facility or at a nearby hotel.

Classroom Requirements

Depending upon your needs, Aspect Education Services can provide everything required for a successful training program – hardware, software, audiovisual equipment and course materials. We handle the shipping, classroom setup and provide expert instructors experienced in product training.

To maximize learning opportunities without risking any disruption to your contact center operation, we highly recommend using our ROVER training system during your on-site training. ROVER is a mobile Aspect system that can be set-up in any room with a power connection. It provides students with the opportunity to experiment and test configurations without impacting the functionality of your existing contact center applications. ROVER systems are ready to be shipped directly to your site and can provide technical training for as many as ten students at a time.

Pricing

On-site training is a cost-effective way to provide training to some or all of your team. As shown in the table below, fees will vary depending upon the class duration. The fee as listed include all costs to deliver on-site training using your equipment for up to ten students. The Aspect® Education Services ROVER mobile training equipment is available for \$3,000.

Class Length	On-site Pricing Including Travel
1 day	\$7,000
2 days	\$13,000
3 days	\$19,500
4 days	\$26,000
5 days	\$32,500

All pricing is in US dollars and is based on delivery in North America. For pricing in other currencies, please contact the Training Center nearest you or your Aspect Account Executive.

The Aspect Education Services ClassPass Program provides an opportunity for you to purchase training days at significantly discounted rates. The ClassPass may be used for on-site training deliveries. The daily rate for onsite training is ten ClassPass credits per day, in addition to any travel or equipment fees that may be required for the training delivery.

For More Information

If you would like to learn more about Aspect Education Services on-site training programs, please visit our Web site: www.aspecteducationservices.com, call 800-999-4455, option 4 or call the training center nearest you.

Global Training Centers

North America
 800 999 4455, option 4
education@aspect.com

Lombard, IL
Brentwood, TN

Europe and Africa
 +44 (0) 208 561 7690
education@aspect.com

Uxbridge, Middlesex, UK

Asia-Pacific
 +65 6590 0388
education@aspect.com

Singapore, Singapore
Dalian, China
Bangalore, India

www.aspecteducationservices.com

Corporate Headquarters East
 300 Apollo Drive
 Chelmsford, MA 01824
 978 250 7900 office
 978 244 7410 fax

Corporate Headquarters West
 2325 E. Camelback Road,
 Suite 700
 Phoenix, AZ 85016
 602 282 1500 office
 602 956 2294 fax

Europe & Africa Headquarters
 2 The Square, Stockley Park
 Uxbridge
 Middlesex UB11 1AD
 +(44) 20 8589 1000 office
 +(44) 20 8589 1001 fax

Asia Pacific & Middle East Headquarters
 8 Cross Street
 # 25-01/02 PWC Building
 Singapore 048424
 +(65) 6590 0388 office
 +(65) 6324 1003 fax

THE COMMUNITY of Aspect Professional Services helps you take your customer experiences to the next level by turning your technology investments into powerful enterprise business solutions that ensure your business seamlessly aligns people, processes and data sources. We build seamlessly connected, best-in-class solutions for some of the world's leading brands, who rely on us to deliver remarkable experiences for their customers. THE COMMUNITY of Aspect Professional Services include Performance Improvement Services, Interaction Enablement Services, Delivery and Implementation Services and Aspect Education Services.

About Aspect

Aspect's fully-integrated solution unifies the three most important facets of modern customer engagement strategy: customer interaction management, workforce optimization, and back-office. Through a full suite of cloud, hosted and hybrid deployment options, we help the world's most demanding contact centers and back offices seamlessly align their people, processes and touch points to deliver remarkable customer experiences. For more information, visit www.aspect.com.

