



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 remote connectivity back to our own equipment via WebEx, which can be done 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—software, course materials and expert instructors experienced in product training.

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 fees listed include all costs to deliver on-site training using your equipment for up to eight students. (additional students will be an additional charge)

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.

For our Aspect Active Learning Subscription users, we offer an additional discount of 20% on all custom and onsite training classes. (travel premium not subject to discount).

For More Information

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

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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 helps enterprises break down the walls between people, processes, systems and data sources, empowering organizations to unite around the customer journey. Our customer engagement center offers native [interaction management](#), [workforce optimization](#) and [self-service](#) capabilities that drive dynamic, conversational interactions and create a truly frictionless omni-channel customer experience. Leveraging all the benefits of the cloud and over 40 years of industry ingenuity, Aspect conveniently and easily connects questions to answers while helping enterprises keep service levels high and operational costs contained. For more information, visit www.aspect.com.

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