

Aspect® Education Services

Seamless Customer Service™ Curriculum

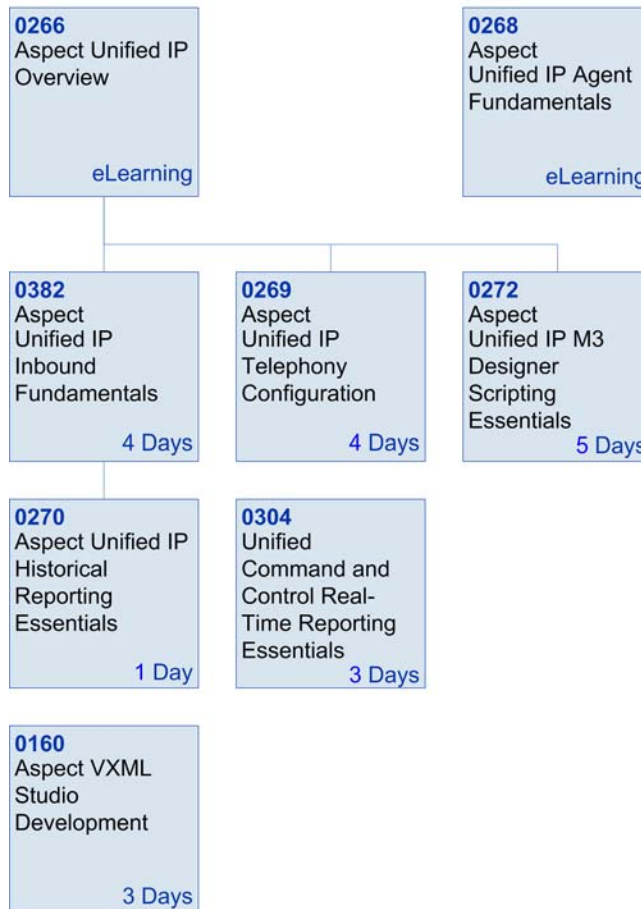


Seamless Customer Service™ is a unified communications (UC) application for the contact center that delivers the tools needed for comprehensive call response, including coordinated self-service/live service and integrated assistance to improve first call resolution and enhance the overall customer experience.

Whether your contact center is centralized or distributed, Seamless Customer Service™ brings your business rules, hard-learned best practices and administration into a centrally managed platform. Unifying command and control of your contact center operations reduces costs and simplifies training for managers and supervisors. When customers select to receive live agent assistance, the information captured by the voice portal is used to determine the best agent to satisfy their inquiry.

This curriculum path represents a possible course of study. Aspect Software has designed a variety of courses for various job roles, from System Administrator to Application Developer. A partial list of courses is represented here. For a complete list of all Aspect Software training courses and their descriptions, please visit the Services section of our Web site at www.aspect.com.

Core Curriculum



Global Training Centers

North America

800-999-4455 Option 4
education@aspect.com

San Jose, CA
Atlanta (Duluth), GA
Chicago (Lombard), IL
Boston (Chelmsford), MA
Nashville (Brentwood), TN

United Kingdom

+44 0208 561 7690
education@aspect.com

London (Stockley Park)

Germany

+49 6102 567 7203
education@aspect.com

Frankfurt (Neu-Isenburg)

Asia-Pacific

+65 6883 5059
edu-apac@aspect.com

Singapore, Singapore
Dalian, China
Bangalore, India
Toyko, Japan

For more detail on global training center locations, visit www.aspect.com/services

Instructor-led training at an Aspect Training Center

With fully equipped facilities and multiple locations around the world, our training centers have a seat waiting just for you. Go to www.aspect.com and check out the list of all our courses to see which ones you'd like to attend—then pick the Aspect Software Training Center nearest you.

ClassPass Program

The ClassPass Program allows you to make bulk purchases of training days at a significant discount—up to 30%—and you have up to 12 months to use these training days. For customers who wish to purchase several days of training for multiple students or multiple products, the ClassPass Program is your ticket to volume training at a huge cost savings.

Cancellation policy

Training purchased must be used within 12 months from date of purchase. Training cancellation and rescheduling fees are based on any cancellation received within the following timeframes, including cancellation to reschedule to a different class:

- 0-10 business days prior to the scheduled training start date, the course fee will be retained as a cancellation fee.
- 11 or more business days prior to the scheduled training start date, the course fee will be applied to future trainings scheduled within 12 months of purchase date.

For more information

To view a complete list of Aspect Software courses and schedules and to learn about specials currently being offered, be sure to visit www.aspect.com often.

About Aspect Software

Aspect Software, Inc., the founder of the contact center industry, is the world's largest company solely focused on providing proven, innovative contact center products and services that enable the key business processes of customer service, collections, and sales and telemarketing. Each day, thousands of in-house and outsourced contact centers around the globe conduct more than 125 million customer interactions using Aspect Software products. We believe in using the power of technology to positively transform the customer-company experience. That belief has led us to accept the challenge of developing the world's most reliable Automatic Call Distributors (ACDs), most trusted dialers, most widely-used and respected workforce management (WFM) solutions, most flexible Voice Self Service systems and the industry's first and most comprehensive unified, multi-channel contact center solution. Headquartered in Westford, Mass., Aspect Software has operations across the Americas, Europe, Africa, the Middle East and Asia Pacific. For more information, visit www.aspect.com.

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