

# Aspect® Education Services

## Aspect® Spectrum™ ACD Curriculum



Aspect Spectrum® ACD supports critical, high-volume customer interaction by tightly integrating reliable ACD functionality with sophisticated Computer Telephony Integration (CTI) applications, in both traditional circuit-switched infrastructures and software-only IP environments.

The product's open interaction architecture provides a flexible, integration-friendly platform that readily adapts to dynamic conditions and future needs. Aspect Spectrum ACD is the latest release in a long line of proven inbound solutions that have consistently provided 99.999% availability.

Aspect Spectrum ACD training courses enable you to determine the most efficient and effective uses for this solution in your contact center.

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](http://www.aspect.com).

### Core Curriculum



### Enhancement Curriculum

Web Powered  
Agent



## 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](http://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](http://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](http://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](http://www.aspect.com).

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