

# Aspect® Education Services

## Aspect® Quality Management™ Curriculum



Aspect Quality Management is a solution that simplifies the call recording and quality management process, Aspect Quality Management provides new opportunities for you to derive value from the customer knowledge you gather with every customer interaction. Aspect Quality Management helps pinpoint the most appropriate customer interactions to record, enables you to evaluate those interactions and drive improvements to people and processes. It uses the latest technology to provide tighter and quicker integrations with other Aspect Software products, including Aspect® CallCenter® ACD and Aspect® Spectrum® ACD, to reduce complexity and provide you with a single-vendor solution to meet all of your quality management needs.

Aspect Quality Management curriculum enables you to determine the most efficient and effective uses for this solution in your contact center through an interactive instructor-led elearning experience.

Aspect Software has designed a variety of courses for various job roles, from System Administrator to Software 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

**0309**  
Aspect Quality Management Overview  
eLearning

**0289**  
Aspect Quality Management Agent and Supervisor Fundamentals  
eLearning

**0318**  
Aspect Quality Management System Management Essentials  
2 Days

**0299**  
BusinessObjects Enterprise Configuration & Administration  
3 Days

**0334**  
Aspect Quality Management Maintenance Essentials  
1 Day

**0315**  
BusinessObjects Report Design Concepts for Aspect Software  
5 Days

### Enhancement Curriculum

CallMiner  
**0285**  
Aspect Quality Management CallMiner Fundamentals  
1 Day

Customer Measured Quality  
**0306**  
Aspect Quality Management Customer Measured Quality Fundamentals  
eLearning

## 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).

Aspect Software  
Corporate Headquarters  
300 Apolo Drive  
Chelmsford, MA 01824

978 250 7900  
978 244 7410 fax  
[www.aspect.com](http://www.aspect.com)

