

EPICCenter/EPICLite Technical Training Agenda 2008

Technical training and certification sessions for EPICCenter/EPICLite dates.

- **The week of June 2nd** (Petaluma, CA)
- **The week of July 14th** (Petaluma, CA)
- **The week of Aug 11th** (Petaluma, CA)
- **The week of Sept 8th** (Petaluma, CA)
- **The week of Oct 13th** (Petaluma, CA)
- **The week of Nov 10th** (Petaluma, CA)
- **The week of Dec 1st** (Petaluma, CA)

Any changes on training session schedule or location will be reported to confirmed participants 2 weeks before session starts.

Enrollment requests and confirmations to attend should be sent to training@easyrun.com and teresat@easyrun.com and will be approved by EasyRun no later than 3 weeks before session starts.

Locations

The training sessions are held at our Connecticut and California offices located at the following addresses:

477 Main Street, Suite 214
Monroe, CT 06468

1150 Industrial Avenue, Suite G
Petaluma, CA 94952

Course Description

Overview

This course details the processes, implementation, support and maintenance of EPICCenter and EPICLite products and covers the following topics:

- Call Centers Overview
- Product Architecture and Integration
- Installation, Setup and Configuration
- User applications and Advanced Integration basics
- Implementation, Maintenance and Support Procedures

Schedule - 5 Days

Monday – Thursday 9:00am – 5:00pm
Friday 9:00am – 2:00pm

Audience - 3 to 6 Students

Pre-Requisites

- Voice and Telephony basics



- Windows environments and administration
- Networking background (TCP/IP)

General schedule

Day 1 (Monday) Overview and Installation

- Introduction and Overview
- Architecture and Integration concepts
- Installation and Setup

Day 2 (Tuesday) User Applications

- EPICVisor Applications
- EPICAgent

Day 3 (Wednesday) Administration and Management

- System Administration
- The Call Control Scripts
- System Management
- Site Implementation procedures

Day 4 (Thursday) Advanced Integrations

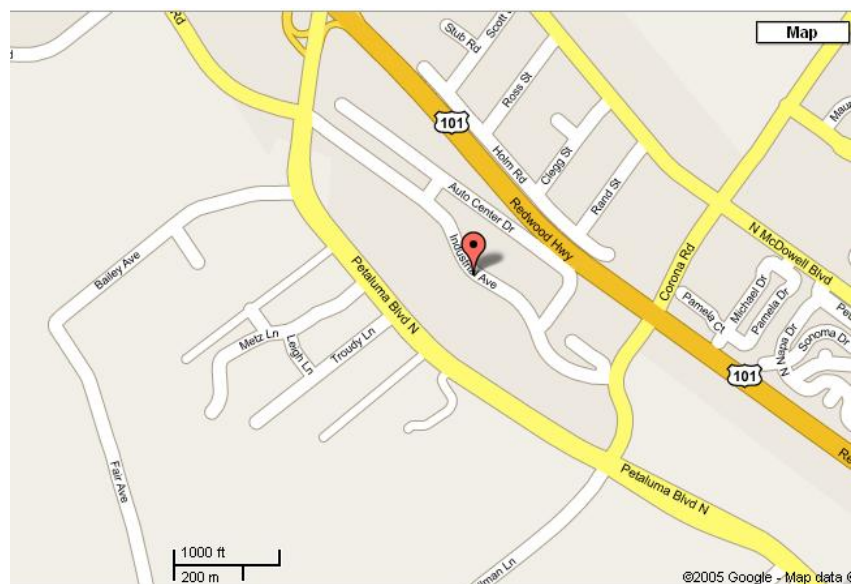
- External Databases
- CRM Applications and Screen popups
- WEB/Chat, Mail and Telemarketing
- Maintenance and Support procedures

Day 5 (Friday) Final Exercise and Certification

Travel and Accommodation (CA)

Travel

Petaluma is located 43 miles north of Golden Gate Bridge along Highway 101. The closest airports for Petaluma are Oakland (OAK) and San Francisco (SFO). In consideration of heavy traffic, please make return flights no earlier than 3 hours after the conclusion of class. Due to the possibility of class cancellations, we recommend you DO NOT make non-refundable airline reservations any earlier than two weeks prior to class.



Hotels

Hotels in the office area:

[Sheraton Sonoma County Petaluma](#) - 745 Baywood Dr, Petaluma, CA 94954

[Quality Inn](#) - 5100 Montero Way, Petaluma, CA 94954

[Metro Hotel & Cafe](#) - 508 Petaluma Blvd S, Petaluma, CA 94952

Other accommodations may be made in town and within the vicinity.

Driving Directions

From Oakland International Airport (OAK):

Follow directions from Airport Exit, thru Airport Rd., Airport Access Rd and Hegenberger Rd to I-880 North toward Downtown Oakland. After about 6 miles take the right fork onto I-980 EAST toward Walnut Creek, then take the I-580 exit toward San Francisco. After 19 Miles, take Ramp Onto Us-101 North, drive 25 Miles and take the Old Redwood Hwy exit toward Penngrove, turn left on Petaluma Blvd and left again on Industrial Ave.

The training is held on Suite G at #1150.

Travel and Accommodation (CT)

Hotels

EasyRun students get special rates at [AmeriSuites Shelton](#), [Shelton Hotels](#) (203) 925-5900. To receive this rate you must identify yourself as an EasyRun student. When making a reservation online you must enter the following information:

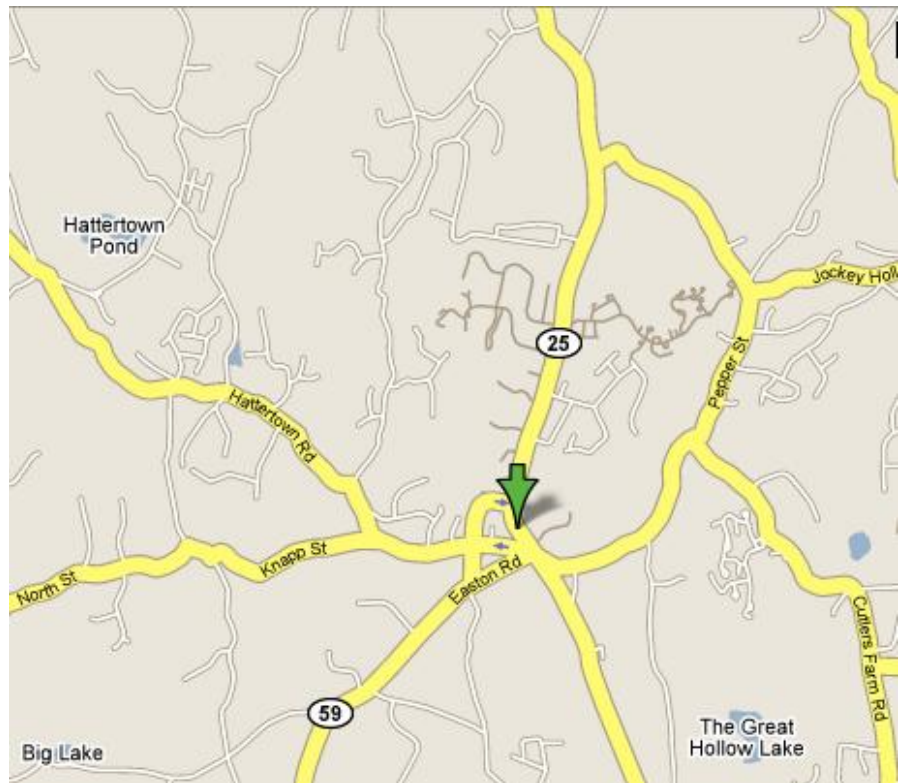
Corp ID field = EasyRun

Rate Access Code = NLCF\$

We strongly encourage every effort to secure lodging as early as possible.

Additional hotels near our offices are:

- [Hilton Garden Inn](#)- (203) 447-1000
- [Residence Inn by Marriott, Shelton Hotels](#) - (203) 926-2000
- [Courtyard Shelton](#)- (203) 929-1500



Hotel reservations should be made immediately due to high demand in the area.

Driving Directions

From I-95 North and/or South:

Take Exit 27A (CT 25/Route 8) continue on Route 25, will turn into Main Street until you reach Clock Tower Square at 477 Main St.

Training is conducted in Suite 214 on the 2nd floor.

****Please be advised that if you are confirmed in a class and do not cancel 7 days prior to the beginning of class you will be charged a 50% penalty.**

