

EPICCenter/EPICLite Technical Training Outline

Please do not book air travel until you confirm with EasyRun that the class is going to make. Send all training questions to Training@Easyrun.com – or call EasyRun at (203) 445-0006 x 222

Location

Training courses are held at the Connecticut office - located at:

*EasyRun Inc.
477 Main Street, Suite 214
Monroe, CT 06468*

Duration and times: 5 Days

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

Pre-Requisites

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

Enrollment:

Enrollment requests and confirmations should be sent to training@easyrun.com and will be approved by EasyRun no later than 3 weeks before session starts. Payment must be made prior to attending the class.

Course Overview

The course covers implementation, support and maintenance of EPICCenter and EPICLite products.

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

Course Outline

Day 1 Overview and Installation

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

Day 2 User Applications

- EPICVisor Applications
- EPICAgent

Day 3 Administration and Management

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

Day 4 Advanced Integrations

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

Day 5 - Final Exercise and Certification

**** Students are required to complete a practical hands-on exam (at the end of the course) to demonstrate proficiency on the EPICAcce system.**

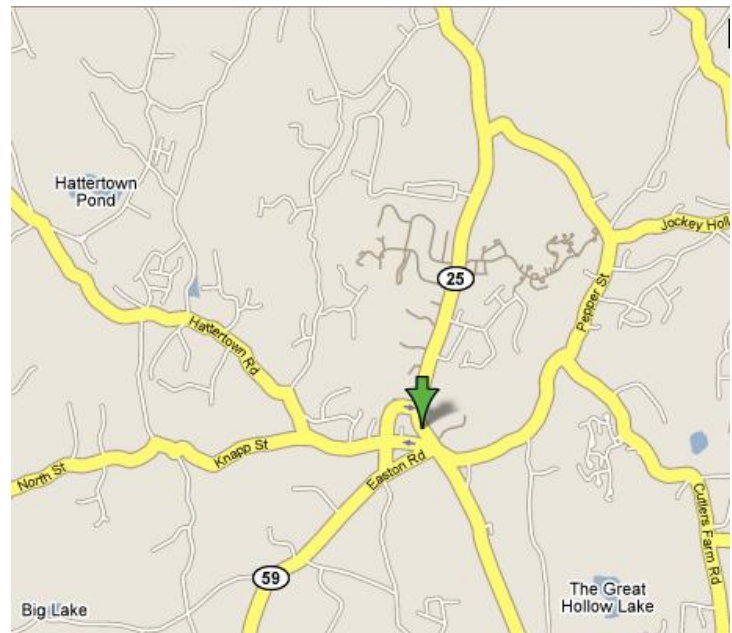
Hotels in the area:

- Hilton Garden Inn, Shelton, CT
(203) 447-1000
- Residence Inn by Marriott, Shelton, CT (203) 926-2000
- Hampton Inn, Milford, CT
(203) 874-4400

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.

****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.**



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