

Education Services

Encore™ Reseller Certification Training Class

Highlights

- Build, install, and configure the entire Encore Suite
- Learn the system in detail so reseller can train new customers
- Learn how to diagnosis and resolve level 1 support issues, as well as how to answer common FAQs

dvsAnalytics is committed to providing resellers with the resources needed to ensure their success. dvsAnalytics' Reseller Certification Program, which is specifically designed for new and existing resellers of dvsAnalytics' solutions, offers a compelling and profitable opportunity that enables our resellers to stand out against the competition and increase their bottom line.

ENCORE RESELLER CERTIFICATION TRAINING

This course teaches resellers how to build, install, administer, train, and support the entire Encore Enterprise suite of products, including voice and screen recording, quality management, and reporting and analytics. Upon completion, resellers are certified on the Encore Enterprise Suite.

This certification program is divided into five segments.

Encore System Overview

- System components
- Various system configurations

Encore System Build

- Hardware requirements
- Hands-on build from the build documentation

Encore System Installation

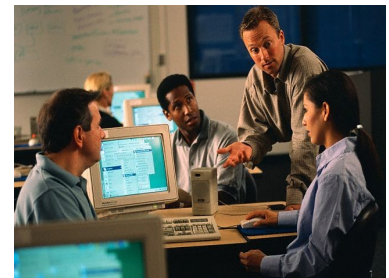
- Facilities Requirements
- Resource Requirements
- Equipment Installation
- Software Configuration

Train the Trainer

- Encore Web Interface Training
 - Recorded Contacts, eCoaching, Evaluations, and Analytics
- Administration Training
 - Users and Groups
 - System Settings

Level 1 Support

- What is level 1 support
- Escalation Procedures
- Troubleshooting
- FAQs



THREE RESELLER CERTIFICATION CLASS FORMATS:

1. Three-day class held at dvsAnalytics' headquarters in Scottsdale, AZ. The training lab is fully equipped with all needed hardware. The first two days are hands-on instruction and the last day is spent with service personnel resolving real installation and support issues. You will need to provide:

- Travel and expenses to Scottsdale
- Dedicated time to devote to the class. Each day the class will run approximately 7 hours.

Contact Keith Hollett at 480.538.7760 or via e-mail at training@dvsAnalytics.com for price and scheduling.

2. Two-day class held at your location for a maximum of 6 people. You will need to provide:

- For each attendee, 1 PC with Server 2003. We recommend that these PCs not be someone's personal computer or laptop, since software and registry settings will be affected.
- An over head projector
- A white board or easel
- Dedicated time to devote to the class. Each day will run approximately 7 hours.

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3. Four-day, free class held via the Web in the first full week of February, May, August, and November. You will need to provide:

- 2 PCs: 1 PC with Server 2003 to perform the installation on and 1 PC for the class webinar session. Both PCs need Internet access. We recommend that the PC the installation is being performed on is not someone's personal computer or laptop, since software and registry settings will be affected.
- Dedicated time to devote to the class. Each day the class will run approximately 4 hours.

[Register for this class online](#) or contact Keith Hollett at 480.538.7760 or via e-mail at training@dvsAnalytics.com. Class is subject to cancellation if no registrations are received two weeks prior to the class.

About dvsAnalytics

dvsAnalytics is a leading provider of call recording, quality management and analytics solutions for enterprises and contact centers. For more than 29 years organizations have relied on dvsAnalytics proven technology, innovative solutions and quality services to develop their workforce, optimize the customer experience and improve productivity.

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