

IMPLEMENTATION & END USER TRAINING SOLUTIONS & PROFESSIONAL SERVICES

integration
VOICE
contact center
training
applications
reporting



Call Manager/Switch Training

- Call Center Design
- Basic Switch Administration
- Variable in Vector
- New Release Functionality
- Business Advocate Design

CMS/BCMR/TASKE Training

- CMS Supervisor
 - Intro/Review/Advanced
- CMS Administration
- Report Designer
 - Intro/Advanced
- Screen Painter
- Visual Vector
- Forecasting
- BCMR Administration
- BCMR Supervisor
- TASKE Administration
- TASKE Supervisor

CCE Training

- CCE Administration
 - Voice Foundation/Screen Pop/Email Routing/Web Chat/Preview Dialing
- CCE Agent (Train the trainer)

Witness Training

- Contact Store Administration
- Quality Administration
- Quality Supervisor
- Quality Forms Generation

IP Office Training

- Voice Mail Pro Administration
- Voice Mail Pro Networked Messaging (VPMN)
- Integrated Messaging System (IMS)
- Contact Store
- Conference Center
- Phone Manager

End User Training

- Contact Center Agent
- End User TIEU
- IP Agent
- IP Office

Specialty Training

- AES Server Administration

All training can be customized to meet your customers needs. Training is most effective onsite but can also be done remotely via Microsoft Livemeeting when requested.

Contact your VR Relationship Manager for more details.

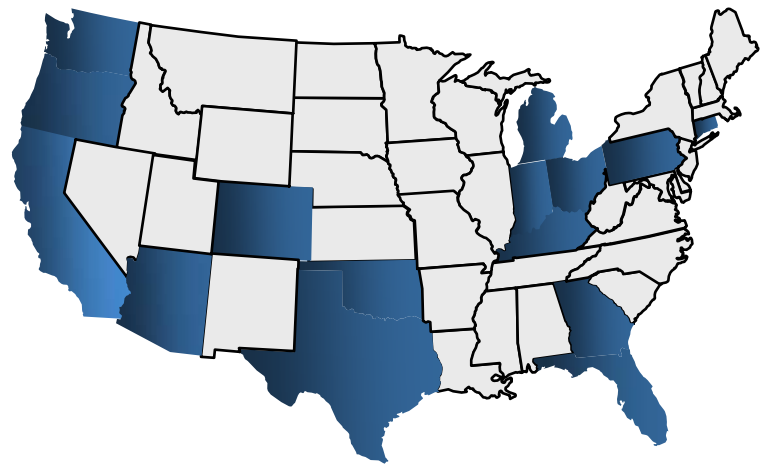
performance
value
quality experience



contact center

Viable Resources specializes in the delivery of professional services to the contact center marketplace. Working in partnership with your organization, our team of seasoned professionals enables the delivery of a complete solution targeting both business and technical objectives. This team of seasoned industry professionals is geographically distributed in major cities across the US for convenient travel to your clients locations.

VR helps your organization maintain margin, and manage the complexities for both new and existing contact centers.



Let Viable Resources help you to optimize the contact center experience for your customers, augmenting your organizational capabilities while building loyalty and trust. Contact your Viable Resources Relationship Manager or visit our web site at www.vr-inc.com for more information.

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