Table of Contents

Introducing Verint Education Services ........................................................................................................1
  About This Catalog ........................................................................................................................................1
  Contact Us ....................................................................................................................................................1

Verint Learning Channels ..............................................................................................................................2
  Verint Instructor Led Training (ILT) ..............................................................................................................2
  Onsite Private training (OP) .........................................................................................................................2
  Virtual Private training (VP) .........................................................................................................................2
  Verint University Facilities Public Training (VUF) .........................................................................................2
  Virtual Verint University Public Training (VVU) ..........................................................................................3

Enterprise ........................................................................................................................................................4
  Quality Monitoring ......................................................................................................................................6
  Workforce Management .............................................................................................................................8
  Strategic Planner ........................................................................................................................................12
  Desktop and Process Analytics ................................................................................................................13
  Performance Management ........................................................................................................................15
  Speech Analytics ........................................................................................................................................16
  eLearning ....................................................................................................................................................17
  Enterprise Feedback Management .............................................................................................................18
  Recording ..................................................................................................................................................20
  Customer Feedback ..................................................................................................................................21

Verint. Powering Actionable Intelligence.® ....................................................................................................22
Introducing Verint Education Services

Verint Education Services offer comprehensive training on our entire suite of products. With over 20 years’ experience delivering learning solutions and transferring knowledge to our clients worldwide, we are in a unique position to offer guidance and advice on building a training program that best suits your distinct training requirements. Our classes are highly interactive; they include real life scenarios which allow students to complete tasks they will be responsible for in the workplace. Training is delivered by highly professional instructors with many years’ experience in the Verint products. In addition to our standard courses, we also customize training content and delivery style to suit your specific needs, whether it is formal training, group workshops, or individual coaching. Verint’s approach to education is flexible and will increase your return on investment in education, both financially and with the knowledge and skill levels acquired by your participants.

About This Catalog

This catalog provides a description of the Verint courses available, their recommended audience, and the delivery methods available. This catalog is organized by Verint product and references our most popular courses. If there is a course you are looking for not listed in this catalog, please contact your Verint Account Executive for additional training offerings.

The following sections are included:

- Learning Channels: Describes the various learning channels we support.
- Course Library: Describes the courses.

Contact Us

This catalog is only an introduction to the many training options available. Please contact us to discuss your requirements further. Our aim is to provide you with the right training experience to ensure you get the best from your Verint solution.

Email us at: EIS-Americas.training@verint.com

To find out more about the courses we offer, contact your Verint Account Executive, or to review our public training course catalogs and calendars, please visit us at http://www.verint.com/training, then click "course catalogs" or “class calendar”.

We look forward to working with you.
Verint Learning Channels

We recognize that people learn in different ways and at different paces. Some individuals like a classroom environment, while others do well with self-paced methods. We are happy to provide a range of delivery methods including: traditional Instructor-Led Training (ILT), Virtual Classrooms (delivered via on-line training facilities), and Supported eLearning. We also offer “blended learning” programs, mixing classroom based Instructor Led Training (ILT) with Supported eLearning.

We have created a learning environment in which students are given the opportunity to successfully develop new skills and build on existing ones. The end result is customers who are highly skilled and competent in the Verint products, allowing them to own their solutions and be self-sufficient as business requirements change.

Verint Instructor Led Training (ILT)

Instructor Led Training (ILT) is classroom based and led by a certified Verint trainer. Our classes include a well balanced mix of formal presentation of concepts, product demonstration, and Q&A sessions, with ample opportunity for hands-on practice and case studies to reinforce the students learning. Each student receives a copy of the course concepts manual, hands-on exercise manual, screen casts (i.e. videos) of relevant product demonstrations, and other supporting materials such as reference guides.

We offer private classes focused on an individual customer or a public forum that allows participants to collaborate with other customers during the training.

Onsite Private training (OP)

On premise at your location using your configured system, we can provide dedicated training classes for your organization. A key benefit of on-site training — we can focus on your implementation and the specific requirements of your system, using the opportunity to help you build out your configuration through hands-on exercises. It also provides the opportunity to modify the agenda onsite, and better meet your specific needs. Classes are scheduled by your project manager.

Virtual Private training (VP)

Verint Virtual Private training is web-based training taught LIVE over the web using interactive web and audio conferencing tools. Students will train with the same instructors who deliver our onsite courses, use the same high quality content, and utilize your system focusing on your company’s requirements. During the session, students can interact with other students and the instructor by asking questions on the phone or by typing in questions through an online ‘chat’ feature. Audio is provided by using voice over IP headsets or by standard conference call. Classes are scheduled by your project manager.

Verint University Facilities Public Training (VUF)

Verint University is our world class training facility located in Alpharetta, Georgia. Our training facility is designed to support collaborative training events with full lab solutions available to individual students. Most of our technical training is delivered at the Verint University Alpharetta location where students can utilize our lab
systems allowing for hands-on exercises using the solution in a sandbox environment. Students can register online through the Verint Learning Center at [http://www.verint.com/training](http://www.verint.com/training).

**Virtual Verint University Public Training (VVU)**

Virtual Verint University is a public offering of instructor led training delivered over the web using interactive web and audio conferencing tools. It provides our customers with training solutions, perfect for continuing education and new hire training needs, as well as a cost effective option for shorter training classes. These classes are interactive using a sandbox lab system. Students can register online through the Verint Learning Center at [http://www.verint.com/training](http://www.verint.com/training).
Enterprise
The Verint solution is built on an enterprise platform designed to support many of our products.

**Enterprise - Unified User Management - OP**

*Recommended Audience:* Application Administrators  
*Duration (days):* 1  
*Standard Delivery Method:* Onsite Private  
*Other Delivery Options:* Virtual Private or Virtual Verint University  
*Course Description:* Course includes unified user management, user security management, hierarchy structures and group management for all applications.

**Enterprise - System Administration v11 - VUF**

*Recommended Audience:* IT and Telecom System Administrators  
*Duration (days):* 2  
*Standard Delivery Method:* Verint University Facilities  
*Other Delivery Options:* Onsite Private or Virtual Private  
*Course Description:* Course includes application architecture, user security management, integrations, general system parameters.

**Enterprise - Troubleshooting Techniques - VUF**

*Recommended Audience:* IT and Telecom System Administrators  
*Duration (days):* 2  
*Pre-requisites:* Enterprise – System Administration v11  
*Standard Delivery Method:* Verint University Facilities  
*Other Delivery Options:* Onsite Private or Virtual Private  
*Course Description:* Course includes viewing, discussing and utilizing the applications, data flows and associated log files to effectively troubleshoot.

**Enterprise - WFO Business Integrations Workshop - OP**

*Recommended Audience:* Business Decision Makers, Application Administrators, Reporting Analyst, Business Analyst, Call Center Management  
*Duration (days):* 3  
*Standard Delivery Method:* Onsite Private  
*Other Delivery Options:* Virtual Private  
*Course Description:* This training is designed to provide participants with information on how to utilize all of Verint applications together and use them within their business to see the benefits of WFO.
Enterprise - Import/Export Manager v11 – VP

**Recommended Audience:** IT and Telecom System Administrators  
**Duration (days):** 1  
**Standard Delivery Method:** Virtual Private  
**Other Delivery Options:** Onsite Private  
**Course Description:** Course includes overall architecture, import/export process, general parameters and general troubleshooting.

Consulting - AdviceLine - VP

**Recommended Audience:** (Topic Specific)  
**Duration (days):** 1  
**Standard Delivery Method:** Virtual Private  
**Course Description:** One hour sessions with a Consultant to review questions, process changes, configuration setup/changes, or other issues with the tool that can be addressed remotely.
Quality Monitoring
Verint Quality Management can help your call center, contact center, or customer engagement center evolve from traditional quality monitoring and random call sampling toward insightful, focused quality programs that incorporate the voice of the customer.

**QM - Application Administration v11 - OP**
- **Recommended Audience:** Application Administrators
- **Duration (days):** 1
- **Standard Delivery Method:** Onsite Private
- **Other Delivery Options:** Virtual Private or Virtual Verint University
- **Course Description:** Course includes configuring system settings, establishing rules, customizing the Inbox and managing the application.

**QM - Forms Administration v11 - OP**
- **Recommended Audience:** Forms Administrators
- **Duration (days):** 1
- **Standard Delivery Method:** Onsite Private
- **Other Delivery Options:** Virtual Private or Virtual Verint University
- **Course Description:** Course includes the building and designing of evaluation forms in the Forms Designer tools.

**QM - End User v11 - OP**
- **Recommended Audience:** Supervisors, Team Leads, and Quality Assurance
- **Duration (days):** 1
- **Standard Delivery Method:** Onsite Private
- **Other Delivery Options:** Virtual Private or Virtual Verint University
- **Course Description:** Course includes an overview of the QM capabilities, search and replay functionality and evaluations for End Users.

**QM - Enterprise Reporting v11 - VP**
- **Recommended Audience:** Reporting and Data Analyst
- **Duration (days):** 1
- **Standard Delivery Method:** Virtual Private
- **Other Delivery Options:** Onsite Private or Virtual Verint University
- **Course Description:** Course includes an overview of the standard reports with QM, how to run the reports, an explanation of the data displayed on the reports and the use of the Ad-Hoc reporting tool to build, execute and display custom reports.
QM - Application Go-Live Assistance - OP

**Recommended Audience:** Application Administrators and Business Users

**Duration (days):** 2

**Standard Delivery Method:** Onsite Private

**Other Delivery Options:** Virtual Private or Virtual Verint University

**Course Description:** This session is focused on helping administrators during Go-Live
Workforce Management

Verint Workforce Management helps call centers, contact centers, and omnichannel customer engagement centers automate forecasting and scheduling and track schedule adherence while providing performance management and eLearning capabilities.

**WFM - Core Forecasting and Scheduling v11 - OP**

*Recommended Audience:* Forecasters and Schedulers  
*Duration (days):* 3  
*Standard Delivery Method:* Onsite Private  
*Other Delivery Options:* Virtual Private or Virtual Verint University  
*Course Description:* Course includes F&S model setup, forecasting, scheduling, workforce planning and intraday management.

**WFM - Application Administration v11 - OP**

*Recommended Audience:* Application Administrators  
*Duration (days):* 1  
*Standard Delivery Method:* Onsite Private  
*Other Delivery Options:* Virtual Private or Virtual Verint University  
*Course Description:* Course includes people management, user security management, organizational information, request management configuration, general system parameters, and alert rules setup.

**WFM - Advanced Forecasting and Scheduling v11 - OP**

*Recommended Audience:* Forecasters and Schedulers  
*Pre-requisite:* WFM – Core Forecasting and Scheduling v11  
*Duration (days):* 1.5  
*Standard Delivery Method:* Onsite Private  
*Other Delivery Options:* Virtual Private or Virtual Verint University  
*Course Description:* Course includes F&S advanced features of WFM such as rotations, assignment rules, reserved agents.

**WFM - Monitoring and Management v11 - OP**

*Recommended Audience:* Forecasters, Schedulers, Managers, Supervisors, and Trainers  
*Duration (days):* 1.5  
*Standard Delivery Method:* Onsite Private  
*Other Delivery Options:* Virtual Private or Virtual Verint University  
*Course Description:* Course includes viewing and filtering people information, scheduling viewing, Pulse, Reporting and Usage of the Request Management module.
**WFM - Monitoring and Management for Time Off Manager - OP**

**Recommended Audience:** Schedulers, Managers, and Supervisors  
**Duration (days):** 0.25  
**Standard Delivery Method:** Onsite Private  
**Other Delivery Options:** Virtual Private  
**Course Description:** Course includes requesting time off and time off approval process.

**WFM - Application Administration for Time Off Manager - OP**

**Recommended Audience:** Application Administrators, Schedulers and Managers  
**Duration (days):** 0.25  
**Standard Delivery Method:** Onsite Private  
**Other Delivery Options:** Virtual Private  
**Course Description:** Course includes configuring application rules and administering time off request tools.

**WFM - Application Administration for Shift Bidding - OP**

**Recommended Audience:** Application Administrators and Schedulers  
**Duration (days):** 0.25  
**Standard Delivery Method:** Onsite Private  
**Other Delivery Options:** Virtual Private  
**Course Description:** Course includes configuring application rules and administering the Shift Bid Request tools.

**WFM - Advanced Forecasting and Scheduling for Shift Bidding - OP**

**Recommended Audience:** Schedulers, Managers, and Supervisors  
**Duration (days):** 0.25  
**Standard Delivery Method:** Onsite Private  
**Other Delivery Options:** Virtual Private  
**Course Description:** Course includes scheduling, shift bidding work flow and approval management (only for managers/supervisors if they will be approving shift bid requests).

**WFM - Application Administration for Blended Media - OP**

**Recommended Audience:** Schedulers and Application Administrators  
**Duration (days):** 0.25
**Standard Delivery Method:** Onsite Private

**Other Delivery Options:** Virtual Private

**Course Description:** Course includes administration of system settings and data gathering setup for the Blended Media module.

---

**WFM - Advanced Forecasting and Scheduling for Blended Media - OP**

**Recommended Audience:** Schedulers, Managers, and Supervisors  
**Duration (days):** 0.25  
**Standard Delivery Method:** Onsite Private  
**Other Delivery Options:** Virtual Private  
**Course Description:** Course includes forecasting and scheduling for the Blended Media module.

---

**WFM - Model Validation - OP**

**Recommended Audience:** Forecasters, Schedulers, Application Administrators  
**Duration (days):** 3  
**Standard Delivery Method:** Onsite Private  
**Other Delivery Options:** Virtual Private  
**Course Description:** Course includes the process of bringing the software model into alignment with the real-world business that is being modeled.

---

**WFM - Ad Hoc Reporting v11 - VVU**

**Recommended Audience:** Reporting and Data Analyst  
**Duration (days):** 0.5  
**Standard Delivery Method:** Virtual Verint University  
**Other Delivery Options:** Virtual Private or Onsite Private  
**Course Description:** Course includes the creation and running of ad hoc reports.

---

**WFM - Outbound Scheduling - OP**

**Recommended Audience:** Schedulers, Managers, and Supervisors  
**Duration (days):** 1  
**Standard Delivery Method:** Onsite Private  
**Other Delivery Options:** Virtual Private  
**Course Description:** Course includes F&S model setup, forecasting, scheduling, workforce planning and intraday management for the Outbound Scheduling module.
WFM - Queue Hopping - OP

Recommended Audience: Forecasters, Schedulers, and Application Administrators
Duration (days): 0.25
Standard Delivery Method: Onsite Private
Other Delivery Options: Virtual Private
Course Description: Course includes setting up Queue Hopping functionality with the F&S module.

WFM - Campaign Pooling - OP

Recommended Audience: Forecasters, Schedulers, and Application Administrators
Duration (days): 0.25
Standard Delivery Method: Onsite Private
Other Delivery Options: Virtual Private
Course Description: Course includes setting up Campaign Pooling functionality with the F&S module.

WFM - Application Go-Live Assistance - OP

Recommended Audience: Application Administrators and Business Users
Duration (days): 2
Standard Delivery Method: Onsite Private
Other Delivery Options: Virtual Private
Course Description: Designed to provide expert assistance on WFM from a Verint consultant during the rollout of the solution to production.

WFM - Post Implementation Review - OP

Recommended Audience: Forecasters, Schedulers, and Application Administrators
Duration (days): 2
Standard Delivery Method: Onsite Private
Other Delivery Options: Virtual Private
Course Description: Course includes ensuring that features, configurations, and operational processes are the best ones for achieving the operational and management goals of the business.
Strategic Planner

Strategic Planner is a strategic decision-making tool that can estimate staff hour requirements, performance, and costs. Strategic Planner helps you to compare what-if scenarios, generate staffing plans, and create long term forecasts.

**WFM - Strategic Planner - VVU**

**Recommended Audience:**  
Forecasters, Schedulers, Managers, and Directors

**Duration (days):**  
1.5

**Standard Delivery Method:**  
Virtual Verint University

**Other Delivery Options:**  
Virtual Private or Onsite Private

**Course Description:**  
Course includes configuring and working long term staffing scenarios, running strategic forecasts, optimizing staffing plans, calculating costs and exporting data to Excel for distribution.
Desktop and Process Analytics

Verint offers Desktop and Process Analytics, a solution that provides insight into how employees use applications and systems to perform their work in contact centers, branches, and back-office operations.

### Analytics - Advanced Desktop Administration - OP

**Recommended Audience:** Application Administrators, Supervisors, End Users, and Business Users  
**Duration (days):** 3  
**Standard Delivery Method:** Onsite Private  
**Other Delivery Options:** Virtual Private  
**Course Description:** Course includes one (1) day of system administration for managing users, administration and management of DPA groups, administering application components, and administration and management of the client (desktop) components; a two (2) day workshop for building, administering and managing triggers for trigger developers.

### Analytics - Adv Desktop Enterprise Reporting - OP

**Recommended Audience:** End Users, Business Users  
**Duration (days):** 0.5  
**Standard Delivery Method:** Onsite Private  
**Other Delivery Options:** Virtual Private  
**Course Description:** Course includes an overview of Desktop Analytics capabilities and features, creating and managing Desktop Analytics enterprise reports.

### Analytics - Desktop Activity Tracker - OP

**Recommended Audience:** Application Administrators  
**Duration (days):** 1  
**Standard Delivery Method:** Onsite Private  
**Other Delivery Options:** Virtual Private  
**Course Description:** Course includes creating users, groups and Desktop Activity adherence administration.

### Analytics - Desktop Adherence Integration - VP

**Recommended Audience:** System and Application Administrators  
**Duration (days):** 0.5  
**Standard Delivery Method:** Virtual Private  
**Other Delivery Options:** Onsite Private  
**Course Description:** Course includes topics on how to integration Desktop Analytics into the Workforce Management Framework.
Analytics - Strategic Desktop and Process Analytics - OP

Recommended Audience: Application Administrators, Supervisors, End Users, and Business Users
Duration (days): 2
Standard Delivery Method: Onsite Private
Other Delivery Options: Virtual Private
Course Description: This class covers administration of Process Analysis (1 day) and Process Discovery (1 day). Process Analysis portion includes creating Steps and Processes; a brief overview of reporting capabilities in DPA web portal; and introduction to process tags for triggers. Process Discovery portion includes Visio plug-in installation; creation of event-based workflow diagrams; and export of statistics to Excel for further analysis. The DPA Advanced Desktop Administration and Advanced Desktop Enterprise Reporting classes are prerequisites for this class.
Performance Management
Displays employee key performance indicators in role-appropriate scorecards, giving employees visibility into their performance and empowering them to self-correct behaviors. Unique business process workflows can enable managers to quickly drill down to the best and worst calls associated with specific KPIs to understand the reasons behind employee scores.

**PM - Advanced Scorecards - OP**

- **Recommended Audience:** Application Administrators, Managers and Supervisors
- **Duration (days):** 2
- **Standard Delivery Method:** Onsite Private
- **Other Delivery Options:** Virtual Private or Virtual Verint University
- **Course Description:** Course includes 1.5 days of performance management data flows, source mapping, scorecard setup, source measures, KPI setup and objective setting for Application Administrators and Managers. One half (0.5) day includes an application overview, viewing scorecards, understanding goals and adding assessments/notes for Supervisors, Managers and End Users.

**PM - Basic Scorecards - VVU**

- **Recommended Audience:** Application Administrators, Managers and Supervisors
- **Duration (days):** 1
- **Standard Delivery Method:** Virtual Verint University
- **Other Delivery Options:** Virtual Private and Onsite Private
- **Course Description:** Course includes six (6) hours of performance management system architecture and data flows, source mapping, scorecard setup, KPI import for Application Administrators. Two (2) hours will be focused on viewing and interpreting scorecards for Managers, Supervisors and End Users.

**PM - Coaching - VVU**

- **Recommended Audience:** Application Administrators, Schedulers, Managers and Supervisors
- **Duration (days):** 0.5
- **Standard Delivery Method:** Virtual Verint University
- **Other Delivery Options:** Onsite Private or Virtual Private
- **Course Description:** Course includes administrative settings, creating coaching sessions, managing & editing sessions, viewing sessions, scheduling sessions and optimizing scheduled sessions.
Speech Analytics

Verint Speech Analytics can provide sophisticated conversational analytics to automatically identify, group, and organize the words and phrases spoken during calls into themes, helping to reveal rising trends and areas of opportunity or concern.

**Analytics - Advanced Speech Foundations Workshop - OP**

**Recommended Audience:** Quality, Business and Analytics Analysts, Supervisors, Analytics Business Sponsor

**Duration (days):** 3

**Standard Delivery Method:** Onsite Private

**Other Delivery Options:** None

**Course Description:** The Analytics Workshop is a hands-on session for participants to gain a deeper understanding and experience of the Speech Analytics application.

**Analytics - Speech Advanced Enablement Engagement - OP or VP**

**Recommended Audience:** Analysts and Business Sponsor

**Duration (days):** 10

**Pre-requisites:** Analytics – Advanced Speech Foundations Workshop

**Standard Delivery Method:** Onsite Private and Virtual Private

**Course Description:** Focuses on guiding the organization through a speech enablement process to drive extended repeatable value from the speech analytics system.

**Analytics - Speech Sys Admin for v11 Environments - VVU**

**Recommended Audience:** IT Administrators, Telecom Administrators, Application Administrators

**Duration (days):** 0.5

**Standard Delivery Method:** Virtual Verint University

**Other Delivery Options:** Onsite Private or Virtual Private

**Course Description:** Course includes architecture overview (v11), Quality Monitoring integrations, working with rules/instances and application performance monitoring, backup and troubleshooting.
eLearning
Enables your employees and managers to access their eLearning lesson assignments without ever leaving their desks.

**eLearning - Content Producer - VVU**

- **Recommended Audience:** Application Administrator and Training Content Developer
- **Duration (days):** 1
- **Standard Delivery Method:** Virtual Verint University
- **Other Delivery Options:** Virtual Private or Onsite Private
- **Course Description:** Course includes how to create learning modules, manage the clips and utilize the Editor.

**eLearning - Lesson Management v11 - VVU**

- **Recommended Audience:** Application Administrators, Manager, Supervisor, Trainer
- **Duration (days):** 1
- **Standard Delivery Method:** Virtual Verint University
- **Other Delivery Options:** Virtual Private or Onsite Private
- **Course Description:** Course includes configuring lessons, course content behavior, setting training priorities, assigning roles and creating organizations for Application Administrators and catalog overview, adding lessons and understanding scoring for Supervisors and Managers.

**eLearning - Competency Based Learning - VP**

- **Recommended Audience:** Application Administrator, Supervisor, Manager, Trainer
- **Duration (days):** 1
- **Pre-requisites:** eLearning – Lesson Management v11
- **Standard Delivery Method:** Virtual Private
- **Other Delivery Options:** Onsite Private
- **Course Description:** Course includes creating the business configuration for the application, competencies, form mapping, and upkeep.
Enterprise Feedback Management

Verint Enterprise Feedback Management (EFM) is a flexible enterprise survey platform that can help you gain a complete view into your customers and employees experience.

**EFM - Survey Author - VVU**

**Recommended Audience:** Survey Administrators, Report Analysts  
**Duration (days):** 2.5  
**Standard Delivery Method:** Virtual Verint University  
**Other Delivery Options:** Virtual Private or Onsite Private  
**Course Description:** Course includes developing and maintaining surveys, deploying survey and reporting on survey results.

**EFM - Administration - VUF**

**Recommended Audience:** Survey Administrators, Application Administrator  
**Duration (days):** 0.5  
**Standard Delivery Method:** Virtual Verint University  
**Other Delivery Options:** Virtual Private or Onsite Private  
**Course Description:** Course includes managing users, survey response distribution, mailing lists and libraries.

**EFM - Feedback Intelligence - OP**

**Recommended Audience:** Survey Administrators, Report Analysts  
**Duration (days):** 2  
**Standard Delivery Method:** Onsite Private  
**Other Delivery Options:** Virtual Private  
**Course Description:** Course includes the how to create, format and distribute ad hoc reports from the EFM tools.

**EFM - Survey Author - CBT - SP**

**Recommended Audience:** Survey Administrators, Application Administrator  
**Duration (days):** 0.75  
**Standard Delivery Method:** Self-Paced  
**Other Delivery Options:**  
**Course Description:** Course includes managing users, survey response distribution, mailing lists and libraries.
Recommended Audience: Survey Administrators, Application Administrator
Duration (days): 0.25
Standard Delivery Method: Self-Paced
Course Description: Course includes creating surveys, question settings, distributing surveys and reporting.
Verint Call Recording is a proven, reliable system for capturing, indexing, and retrieving voice, screen, and other methods of interaction from traditional time-division multiplex (TDM), Internet Protocol (IP), Session Initiated Protocol (SIP), and mixed environments. With Verint Call Recording, you can easily search and replay captured interactions, regardless of where they were recorded in your enterprise.

### Recording - System Administration v11 - VUF

- **Recommended Audience:** IT and Telecom System Administrators
- **Duration (days):** 2
- **Pre – requisites:** Enterprise – System Administration v11
- **Standard Delivery Method:** Verint University Facilities
- **Other Delivery Options:** Onsite Private or Virtual Private
- **Course Description:** Course includes architecture overview, configuring, monitoring, maintaining, and troubleshooting recorders.

### Recording - Avaya Contact Recorder Administration v12 - VP

- **Recommended Audience:** IT and Telecom System Administrators
- **Duration (days):** 1
- **Standard Delivery Method:** Virtual Private
- **Other Delivery Options:** Onsite Private
- **Course Description:** This administrative course covers user and security management, data source administration, integrations and application performance for AVAYA Contact Recorder.

### Recording - Archive Administration v11 - VUF

- **Recommended Audience:** IT and Telecom System Administrators
- **Duration (days):** 0.5
- **Standard Delivery Method:** Verint University Facilities
- **Other Delivery Options:** Virtual Private or Onsite Private
- **Course Description:** Course includes configuring storage devices, rules, campaigns, maintenance, search and replay and troubleshooting.

### Recording - End User v11 - VP

- **Recommended Audience:** Supervisors and Team Leaders
- **Duration (days):** 0.25
- **Standard Delivery Method:** Virtual Private
- **Other Delivery Options:** Onsite Private
- **Course Description:** Course includes an overview of the recording capabilities and search and replay functionality for End Users.
Customer Feedback

Verint’s EFM - IVR solution can help you solicit valuable input from customers at the end of their calls through IVR or email surveys, as an extension to conversations with your agents. A browser-based solution, Verint EFM - IVR solution uses short, context-sensitive, dynamic customer surveys to capture data on products, processes, staff performance, and customer loyalty and satisfaction levels.

**Customer Feedback - Application Administration - OP**

- **Recommended Audience:** System and Application Administrators
- **Duration (days):** 2
- **Standard Delivery Method:** Onsite Private
- **Other Delivery Options:** Virtual Private
- **Course Description:** Course includes an overview of the solution, user management, survey development and general administration of the various modules for Application Administrators

**Customer Feedback - End User Reporting - VP**

- **Recommended Audience:** Managers, Supervisors, Analysts who need to review the activity and results of their customer feedback implementation.
- **Duration (days):** 0.5
- **Standard Delivery Method:** Virtual Private
- **Other Delivery Options:** Onsite Private
- **Course Description:** Course includes an overview of the solution, and learning how to navigate through the application, read the various reports, and understand the alert and workflow processes for End Users.
Verint. Powering Actionable Intelligence.®

Verint® (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions. Actionable Intelligence is a necessity in a dynamic world of massive information growth because it empowers organizations with crucial insights and enables decision makers to anticipate, respond and take action. Verint Actionable Intelligence solutions help organizations address three important challenges: customer engagement optimization; security intelligence; and fraud, risk, and compliance. Today, more than 10,000 organizations in over 180 countries, including over 80 percent of the Fortune 100, use Verint solutions to improve enterprise performance and make the world a safer place. Learn more at www.verint.com.