

The following courses may be given at your location, or at AveriStar’s training facility in the Ballantyne area of Charlotte, NC. Course modules may also be combined into multi-day events to better accommodate different audiences and reduce training expenses. Full course descriptions are available by request.

Course Name	Description	Duration
BW-PROV	BroadWorks provisioning using the web portal covering all hierarchy levels from system to end user. Course also includes feature, service, and device provisioning to include call center, client applications, integrated access devices, and IP handsets. Course includes advanced preparation time for conference calls for a truly customized training experience.	2 Days
BW-OSS	BroadWorks maintenance and monitoring best practices for all core and adjunct servers running UNIX and LINUX. Course includes maintenance schedule creation for operating system and application layers, OSS monitoring integration, BWCLI data stores, and customized cookbook for key monitoring metrics. Course includes advanced preparation time for conference calls for a truly customized training experience.	2 Days
NW-TRBL	VoIP network troubleshooting covers all platform components to include BroadWorks, session border controller, media gateway, edge access devices, and IP handsets. Training covers basic, intermediate, and advanced troubleshooting techniques for all levels of support and includes a detailed troubleshooting guide to assist support staff in step by step identification, diagnosis, and resolution of the top 5 most common VoIP network issues. Course includes advanced preparation time for conference calls for a truly customized training experience.	2 Days
BW-SASE	BroadWorks sales and sales engineer training provides the entire sales organization with key feature and service differentiators, competitive information, and demonstration methodology. Customized sales ‘cookbooks’ are designed and delivered to all attendees to assist in prospect evaluation, site evaluation, and quote delivery. Course includes advanced preparation time for conference calls for a truly customized training experience.	2 Days
BW-CCT	BroadWorks call center course provides in depth training to sales and support on R16 and R17 agent, supervisor and reporting features. Detailed analysis of BroadWorks hosted call center compared to other hosted and premises-based solutions, phone-based vs. application-based agents, hoteling, wall boarding, and end-user training. Customized sales ‘cookbook’ will also be included to help better identify, demo, and quote opportunities. Course includes advanced preparation time for conference calls for a truly customized training experience.	2 Days

Inclusions and Copyrights

- Training will include all course material detailed in the course agenda
- All Training material is completely customized for our customers
- Electronic course training material will be made available via an FTP server
- Course materials may be reproduced and branded for future internal use only