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Intervoice Learning Center

The World's premier Learning Center for voice automation

Explore the possibilities of voice automation and your contact center at the Intervoice Learning Center. With over 100 years of combined experience in communications and educational environments, Intervoice trainers and course developers are ready to assist you with all of your training needs.

As the complexity of the communications industry continues to grow, we understand that you require increased professional training and services to meet your business objectives. Today's increasingly powerful and cost-efficient speech and voice automation solutions require specialized training in design, development, implementation, deployment and management.

Intervoice meets your training needs by providing courses that span all levels of expertise and job function - from contact center managers to directors, from programmers and developers to executives. No matter what your design or development expertise, Intervoice has classes to enhance and grow your knowledge level, to make your contact center more efficient and effective as well as easy to maintain.

Our hands-on training philosophy incorporates fully interactive real-world scenarios to help you learn and master the key aspects of telephony and voice automation technologies. Quality instruction and classrooms outfitted with leading edge equipment give you the professional hands-on training that ensures a successful transfer of the knowledge and skill sets needed to effectively use and manage our products and solutions.

To meet the needs of our clients in the global marketplace, we have established state-of-the-art Learning Centers in Dallas, Texas; Orlando, Florida; Mountain View, California and Manchester, United Kingdom.

Intervoice courses are offered year-round. Taught by experienced instructors and product experts, courses cover product fundamentals including design, architecture, features, functionality, technologies, and techniques, as well as hands-on configuration, integration, and troubleshooting.

The Training Experts

The Intervoice Learning Center team has over 100 years of experience in telecommunications, cross industry business and educational environments. Our team of specialists bring expertise in Telecom, System Administration, Software Programming, VoiceXML and Voice User Interface Design.

The Learning Center is a flexible, comprehensive training solution for leading Enterprises, and Network Operators all over the world. Our centers are positioned as a support system for you to leverage professional training courses to improve the operational efficiency of your speech recognition technologies, to drive revenue and cost savings, to increase customer satisfaction and to accelerate the return on your IT investments.

A Reliable Training Partner

The Intervoice Learning Center is committed to long-term partner-oriented relationships with you. Our curriculum, facilities and staff are structured to provide value-added learning solutions to meet your specific requirements, and to support your business objectives.

Our hands-on training philosophy employs fully interactive real-world scenarios designed to help you learn and master the key aspects of telephony and voice automation technology. We maintain low student-to-teacher ratios and provide each student with individual work stations and full course documentation.

Packaged & Custom Training

All of our courses are designed in-house by experienced professionals to provide a broad range of telephony voice automation training. We offer

both packaged courses and training that is customized to meet specific customer requirements. Our success lies in our ability to provide learning opportunities that meet your needs.

Exceptional Training Facilities

Our state-of-the-art Learning Centers located in Dallas, Orlando, Mountain View and Manchester feature multiple training rooms that may accommodate from eight to 12 students per course. Students work with live systems using active phone lines, and all courses are designed to provide real world business environment learning experiences.

We also offer a Mobile Classroom that brings on-site training to your facilities. Our Mobile Classroom provides a cost-effective alternative for many of our customers and may help accelerate the development and implementation of voice automated solutions. The Learning Center currently works with customers in more than 40 countries worldwide.

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Learning Center Benefits

The Learning Center provides:

- Hands-on experience with today's most relevant speech recognition platforms, tools and standards
- A reduction in the time and cost of developing, deploying and managing speech-enabled solutions
- Training at one of four Intervoice Learning Centers or at your own facility
- Fully-equipped training labs using real-world live telephony experiences
- Standard training or courses customized to meet your specific requirements
- An accelerated return on your voice automation investment

For more information on the Intervoice Learning Center - including course descriptions, schedules and enrollment procedures - visit us on the web at www.intervoice.com and under Services you will find the Learning Center.

About Intervoice

Intervoice is a world leader in unified communications, powering millions of customer interactions every day. Since 1983, our standards-based IVR/voice portal and IP Contact Center solutions have ignited customer loyalty for the world's leading banks, communications companies, healthcare institutions, utilities and government entities. Our proven IMS-ready multimedia messaging, call completion and payment solutions fuel revenue growth for the world's leading service providers.

With more than 5,000 customers in 75 countries and an extensive channel partner ecosystem, we have a proven track record of helping organizations meet or exceed their business and customer service goals. How can Intervoice help you? Visit www.intervoice.com for information.

