

EMEA TRAINING SCHEDULE

February – July 2009



eGain confidential and proprietary

Course Title	Description	Who Should Attend?	Scheduled dates 2009					
			Feb	Mar	Apr	May	Jun	Jul
eGain Service Technical Training	This is a 3-day, in-depth training course for IT Professionals covering installation, configuration and deployment of the system, customisation and trouble shooting issues.	System engineers who will install and deploy the eGain platform, system administrators who will be maintaining the eGain Mail system and will be required to troubleshoot eGain services and/or programmers and developers who will deploy, customise and administer eGain Mail, including custom rules and database integration.	9-11	23-25		5-7	15-17	27-29
eGain Service Web All-in-One	This 2-day course is aimed at authors and administrators who need to configure and maintain an eGain knowledge base for web self-service and/or call centre deployment. The course will allow attendees to gain practical experience in setting up users, configuring the web portal UI and using the authoring tools.	The course is aimed at both Authors and administrators of eGain Knowledge.	23-24		6-7	18-19	29-30	
eGain Service Guided Help Authoring	This is a 3-day, practical hands-on class, following which students will be familiar with the features and functions of eGain S7 Author for Guided Help and be able to build case bases from documented knowledge flows. <i>The class is structured with the first day providing a 1-day introduction suitable</i>	The course is aimed at both new and inexperienced case authors who will be responsible for authoring Guided Help case bases using eGain S7. It is assumed that students will have attended the Web All in One class and therefore be familiar with basic configuration	25-27		20-22	20-22		1-3

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	<i>for individuals who need an understanding of the product functionality without requiring detailed hand-on experience.</i>	for S7 Knowledge.						
eGain Service Mail All-in-One	This 3-day class is a comprehensive Mail end-user training course covering the functionality available to Agents, Supervisors and Administrators to provide a full overview of system functionality.	Individuals requiring a 'Super-user' view of eGain Mail, to include Managers, Supervisors, Trainers and System Administrators.		2-4	14-16	26-28		6-8
eGain Service Chat add-on	A 1-day addition to the Mail All-in-One class, covering the setting-up of Chat-specific functionality, configuring the Chat templates and responding to incoming customer chat queries.	Graduates of the Mail All-in-One class also requiring a comprehensive understanding of eGain Chat.		5	17	29		9
Knowledge Template Design & Customisation	This 2-day informal workshop aims to give experienced Web developers practical experience in customising the Knowledge user interface templates to meet their organisation's requirements.	Attendees will be experienced Web developers who will also have attended the Web All-in-One training and be familiar with the functionality and configuration of the Knowledge system.	On demand					
Cisco Interaction Manager for Unified CCE	A 5-day technical class covering all aspects of Cisco Interaction Manager and its integration with Cisco Unified Contact Centre Enterprise	The course is for sales engineers, installers, senior consultants and IT personnel who need to be able to perform all aspects of the installation and maintenance of the Cisco Interaction Manager platform.	16-20	30-3		11-15	22-26	