



# *eGain*

---

## University



### Course Catalog

July – December 2011

# eGain University

## Introduction:

eGain University offers a fast and flexible training program based on actual Customer case studies. Real-life scenarios provide the vehicle for your team to learn, explore, and apply eGain solutions. eGain training is available in our classrooms or we can bring it to you, making it easy for your team to achieve new levels of customer 10 quickly and easily—with minimal impact on current productivity.

Although eGain solutions are easy to use and maintain, knowledge transfer is key to maximizing the effectiveness of your online customer communications implementation. That's why we work with you to define your training needs, configuring and delivering the training program that works best for your organization.

eGain is the sole proprietor of our product training, making it unavailable elsewhere—so take advantage of eGain's full roster of hands-on, in-depth courses covering the features and functionality of eGain's suite of applications. To maximize your training investment, we offer flexible training options:

- End User Training
- Agent, Administrator, or Supervisor Training
- Train-the-Trainer
- Technical Training

These options give you the flexibility to get your employees trained in the most efficient way possible, with minimal impact to your day-to-day business. Our education designers work closely with our development engineers to ensure delivery of the most current course content available. Our modular training programs, designed to meet specific online customer 10 needs, includes tracks for customer 10 representatives, managers, system administrators and technical administrators.

Also available are Cisco specific training in two areas. The first is a 5-day technical class and the second is a customized 3-day All-in-one class combining Administrator, Author and Agent training. Although these are not Cisco certification nor are they Official Cisco classes, we have written the course content for all of the Cisco Unified E-Mail and Web Interaction Manager courses. The 3-day end-user class is only offered through eGain University.

**Certification** – eGain University offers four branches of professional certification.

**eGain Certified Technical Professional** –eGain Certified Technical Professionals have proven their ability to fully deploy and support an eGain system. They demonstrate this by passing a written and practical test with a score of 85% or better.

**eGain Certified Business Administrator** – This certification picks up from where the Technical Professional leaves off. Certification signifies attendees have the capability to administer the eGain 10 software platform. They demonstrate this by passing a written and practical test with a score of 85% or better.

**eGain Certified Author** – By successfully completing the Web Portal All-in-One class and scoring 85% or better on the final assessment a certificate will be awarded. Certification signifies attendees have the capability to author content and create and configure web portals.

## End User Classroom Training

End user modules cover all the basic functionality of your eGain system. They consist of different sessions, focusing on specific tasks: Agent, Author, Manager, or Administration (non-technical). Hands on exercises reinforce the learning process. For most products, End User classes can be taught at either eGain's headquarters or the customer site.

**Benefits:** The End User course will introduce all of the major functionality to ensure the best possible use of the application and implementation of Best Practices. After the course, your agents, managers, authors and administrators will be able to fully utilize your eGain system.

## Technical Classroom Training

Technical Training is designed for Licensed Customers to send their system administrators to learn basic installation, trouble shooting and customization techniques for eGain applications. These hands-on training sessions focus beyond the basic end user session and are designed for a more technical audience.

**Benefits:** Licensed customers learn the basics to install and trouble shoot eGain applications and can bring that knowledge in house, reducing the number of calls to the Support Desk. System Integrators learn how to apply eGain solutions at their customers' site.

## Web-based Training for Agents

Agents can be trained through eGain University web-based training. These classes are typically less than three hours long, and provide instructor led lecture and lab examples. The classes are designed as one-way presentations and do not include hands-on labs.

## Other eGain University offerings

eGain Professional Services offers a non instructor-led Knowledge Transfer at time of implementation or during other customer site Professional 10 projects. These on-the-spot knowledge transfers will specifically address your company's processes and provide a understanding of best practices. Inquire with your eGain Project Manager for more information. Fees apply for the delivery of any customized training as well as Time and Materials costs charged at Senior Consulting fees.

# eGain Courses

## Course # Course Name

Description

*‡EG10MA3	<b>eGain 10 Mail All-In-One</b>	Comprehensive end user - Agent, Supervisor and Administrator training for email-focused eGain deployments
‡EG10CH1	<b>eGain 10 All-In-One Chat add-on</b>	For Chat customers who will also be attending the Mail All-In-One
EG10SS1	<b>eGain 10 All-In-One Web Portal add-on</b>	For Self 10 customers who will also be attending the Mail All-In-One
EG10CT1	<b>eGain 10 All-In-One Call Track add-on</b>	For Call Track customers who will also be attending the Mail All-In-One
EG10A-WB	<b>eGain 10 Webinar Agent Training</b>	3-hour webinar training for Mail agents. This training includes lectures and live demonstrations as labs
*+EG10MA4	<b>eGain 10 Mail Advanced Administration</b>	Advanced administration training for Mail, Chat and SS administrators. Includes advanced workflows, data adapters and best practices
EG10CIH5	<b>eGain 10 Customer Interaction Hub</b>	Our most comprehensive non-technical training. Includes Mail All-In-One, Chat, Call-Track, and Self 10
+EG10TT3	<b>eGain 10 Technical Training</b>	Technical course on maintenance, trouble-shooting, and customization for the entire 10 Suite. Recommended for IT professionals supporting the system
EG10BA3	<b>eGain 10 Web Portal All-in-One</b>	Introduction to administration and web portal creation and authoring
EG10AA4	<b>eGain 10 Guided Help Advanced Authoring</b>	Advanced Case Base theory, design, and techniques in eGain 10 Guided Help
EG10KA4	<b>eGain 10 Web Portal All-in-One with Guided Help</b>	Introduction to administration and web portal creation and authoring including an introduction to Guided Help
‡EG10CH3	<b>eGain 10 Chat All-In-One</b>	Comprehensive end user - Agent, Supervisor and Administrator training for chat-focused eGain deployments

\*Certification Courses for eGain Certified Business Administrator

+Certification Courses for eGain Certified Technical Professional

‡Mail All-in-One and Chat All-in-One are also available in the Cisco version, stand-alone and integrated

# eGain Course Schedule

## Classroom Training in Mountain View, CA

Course #	Course Name	Jul	Aug	Sep	Oct	Nov	Dec
EG10MA3	<b>eGain 10 Mail All-In-One</b>	26-28	23-25	27-29	25-27	22-24	
EG10CH1	<b>eGain 10 All-In-One Chat add-on</b>		26			25	
EG10SS1	eGain 10 All-In-One Web Portal add-on						
EG10CT1*	eGain 10 All-In-One Call Track add-on						
EG10MA4*	<b>eGain 10 Mail Advanced Administration</b>	19-22		13-16		15-18	
EG10CIH5*	eGain 10 Customer Interaction Hub						
EG10TT3	<b>eGain 10 Technical Training</b>		9-11		11-13		
EG10BA3	eGain 10 Web Portal All-in-One						
EG10AA4*	eGain 10 Guided Help Advanced Authoring						
EG10KA4	<b>eGain 10 Web Portal All-in-One with Guided Help</b>		16-18		18-20		
EG10CH3*	eGain 10 Chat All-In-One (as needed, the Mail All-in-One schedule will be modified to accommodate this course)						

**All dates subject to change or cancellation.** Classes may fill or be cancelled.

\* Denotes classes scheduled as needed

# eGain Course Pricing

## Classes at eGain Headquarters (prices per attendee)

Course #	Course Name	Cost (per person)
EG10MA3	eGain 10 Mail All-In-One	\$ 2,400
EG10CH1	eGain 10 All-In-One Chat add-on	\$ 1,000
EG10SS1	eGain 10 All-In-One Web Portal add-on	\$ 1,000
EG10CT1	eGain 10 All-In-One Call Track add-on	\$ 1,000
EG10CIH5	eGain 10 Customer Interaction Hub	\$ 4,000
EG10MA4*	eGain 10 Advanced Administration	\$ 4,000
EG10TT3	eGain 10 Technical Training	\$ 3,000
EG10BA3	eGain 10 Web Portal All-in-One	\$ 3,000
EG10AA4	eGain 10 Guided Help Advanced Authoring	\$ 4,000
EG10KA4	eGain 10 Web Portal All-in-One with Guided Help	\$ 3,000
EG10CH3	eGain 10 Chat All-In-One	\$ 2,400

## Classes Onsite at Client Location (prices per class<sup>†</sup>)

Course #	Course Name	Cost (per class)
EG10MA3	eGain 10 Mail All-In-One	\$ 15,000*
EG10CH1	eGain 10 All-In-One Chat add-on	\$ 5,000*
EG10SS1	eGain 10 All-In-One Web Portal add-on	\$ 5,000*
EG10CT1	eGain 10 All-In-One Call Track add-on	\$ 5,000*
EG10MA4*	eGain 10 Advanced Administration	\$ 20,000*
EG10CIH5	eGain 10 Customer Interaction Hub	\$ 20,000*
EG10TT3	eGain 10 Technical Training	\$ 15,000*
EG10BA3	eGain 10 Web Portal All-in-One	\$ 15,000*
EG10AA4	eGain 10 Guided Help Advanced Authoring	\$ 20,000*
EG10KA4	eGain 10 Web Portal All-in-One with Guided Help	\$ 15,000*
EG10CH3	eGain 10 Chat All-In-One	\$ 15,000*

## Webinar Classes (prices per class<sup>†</sup>)

Course #	Course Name	Cost (per class)
EG10MA3	eGain 10 Agent Training – up to sessions/day	\$ 1,000/day*

\* Cost for Onsite course will include above listed price + trainer expenses.  
 Classes have a maximum size of 12 attendees

## Course Descriptions

EG10MA3

**eGain 10 Mail All in One**

EG10CH1

**eGain 10 Mail All in One Chat Add-On**

EG10SS1

**eGain 10 All in One Web Portal Add-On**

EG10CT1

**eGain 10 All in One Call Track Add-On**

EG10MAA4

**eGain 10 Advanced Administration**

EG10A-WB

**eGain 10 Agent Training Webinar**

EG10CIH5

**eGain 10 Customer Interaction Hub Training**

EG10TT3

**eGain 10 Technical Training**

EG10BA3

**eGain 10 Web Portal All-in-One**

SV9AA4

**eGain 10 Guided Help Advanced Authoring**

EG10KA  
4

**eGain 10 Web Portal All-in-One with Guided Help**

EG10CH3

**eGain 10 Chat All in One**

EG10MA3

## eGain 10 Mail All-in-One

- Course Title:** eGain 10 All-in-One training
- Time:** 3 days
- Audience:** Customer 10 Representatives, Managers and System Administrators
- Locations:** eGain Training facilities or customer site
- Prerequisites:**
- 1) Familiarity with Windows environment PC
  - 2) Familiarity with Web-environment
- Description:** This course is a comprehensive training course designed to teach all major principles and usage of the eGain 10 mail system. Agents will learn everything they need to know to respond quickly and effectively to incoming inquiries. Supervisors and administrators will learn all the tools available for managing and configuring the system.
- Objectives:** The participants will be able to:
- Respond to incoming customer email queries
  - Search, grow and build an appropriate knowledge base
  - Create and manage users, groups, queues, aliases, & system settings
  - Monitor agents and generate reports
  - Create Workflows
- Topics:** The following topics are covered:
- Overview of eGain 10
  - Agent console: Viewing customer history, activity details, case details and message replies
  - Creating and using Knowledge base articles
  - Searching
  - Administering the knowledge base and classifications
  - Generating reports and monitoring agents
  - Creating Users, User Groups and aliases
  - Creating Workflows

EG10CH1

## eGain 10 Mail All-in-One Chat Add-On

- Course Title:** eGain 10 Mail All-in-One Chat Add-On
- Time:** 1 Day

- Audience:** Customer 10 Representatives, Managers and System Administrators
- Locations:** eGain Training facilities or customer site
- Prerequisites:** Mail All in One (EG10MA3)
- Description:** This course adds Chat curriculum to the comprehensive Mail All-in-One class. Customers who will be using both the Mail and the Chat applications within 10 should attend. It is designed to teach all major principles and usage of the eGain 10 Chat system. Agents will learn everything they need to know to respond quickly and effectively to incoming inquiries. Supervisors and administrators will learn all the tools available for managing and configuring the system. The class will build Chat basics on all material previously covered in the Mail All-In-One.
- Objectives:** The participants will be able to:
- Respond to incoming customer chat queries
  - Create users and permissions
  - Configure Entry Points and Queues
  - Configure Templates
- Topics:** The following topics are covered:
- Overview of eGain 10
  - Review of customer view
  - The Agent Console
  - The KB Console
  - Supervision and Reporting
  - Tool Bar functions
  - Quick Responses
  - Quick Links
  - Customize responses
  - Users, Groups, and Roles
  - My Monitor
  - Web Collaboration

EG10SS1

## eGain 10 Mail All-in-One Web Portal Add-On

- Course Title:** eGain 10 Mail All-in-One Web Portal Add-On
- Time:** 1 Day
- Audience:** Customer 10 Representatives, Managers and System Administrators
- Locations:** eGain Training facilities or customer site

- Prerequisites:** Mail All in One (EG10MA3)
- Description:** This course adds Self 10 curriculum to the comprehensive Mail All-in-One class. Customers who will be using both the Mail and the Self 10 applications within 10 should attend. It is designed to teach the fundamentals of the eGain Self 10 configurations.
- Objectives:** The participants will be able to:
- Create Configurations
  - Create Topics
  - Associate Configurations with Templates
  - Configure Templates
- Topics:** The following topics are covered:
- Topics
  - Configurations
  - Templates
  - Article Access
  - Layout and Appearance
  - Important Pages

EG10CT1

## eGain 10 Mail All-in-One Call-Track Add-On

- Course Title:** eGain 10 Mail All-in-One Call-Track Add-On
- Time:** 1 Day
- Audience:** Customer 10 Representatives, Managers and System Administrators
- Locations:** eGain Training facilities or customer site
- Prerequisites:** Mail All in One (EG10MA3)
- Description:** This course adds Call-Track curriculum to the comprehensive Mail All-in-One class. Customers who will be using both the Mail and the Call-Track applications within 10 should attend. It is designed to teach the fundamentals of the eGain Call-Track configurations.
- Objectives:** The participants will be able to:
- Configure Phone activity types to accept call-track activities
  - Create Call-Track Activities
  - Log Call Activities
  - Create Notes regarding call entries
  - Send Customers eMail responses to the customer

- Topics:** The following topics are covered:
- Configurations
  - Permissions
  - Creating Activities
  - Using the Knowledge Base and noting which articles were read.
  - eMailing Customers

EG10AAAd4

## eGain 10 Advanced Administration

- Course Title:** eGain 10 Advanced Administration
- Time:** 4 days
- Audience:** For system administrators who will administer, monitor, and troubleshoot eGain 10
- For service supervisors who will be managing and monitoring eGain 10 agents and call centers.
- Locations:** eGain corporate campuses and on-site at Customer Locations
- Prerequisites:** eGain "Mail-All-In-One training, Technical Training, or equivalent experience on the eGain CIH platform, or a recommendation from eGain Professional Services to take the class.
- Description:** This is an in-depth 4-day training program teaching experienced eGain Service Partition Administrators how to apply advanced administration best practices, how to configure advanced service features, how to optimize your specific configuration, and how to monitor and troubleshoot the service.
- Objectives:** The participants will be able to:
- Configure Partition, Department, and User settings
  - Customize parts of eGain Service
  - Create Inbound, Alarm, Outbound, and General Workflows
  - Schedule and run Reports
  - Schedule and run Monitors
  - Create Custom Macros
  - Learn to troubleshoot different components of eGain Service
  - Use the System Console to administer and monitor the service
  - Use the Tools Console to perform out-of-the-box customizations.
  - Create Data Links and Data Adapters to access data from external systems

EG10A-WB

## eGain 10 Agent Training Webinar

- Course Title:** eGain 10 Agent Training Webinar
- Time:** Webinar presented, 3-hour course including lectures and live demonstrations as labs.
- Audience:** Agents specifically licensed for eGain Mail  
Chat, Self-Service and Guided Help Modules will be coming later
- Locations:** Webinar from your facility or their home
- Prerequisites:** 1) Familiarity with Windows environment PC  
2) Familiarity with Web-environment
- Description:** This customizable training will bring your agents up to speed quickly on the eGain 10 Mail system.
- Objectives:** The participants will learn and demonstrate proficiency in:
- Replying to a customer
  - Managing email activities in the agent inbox
  - Managing cases
  - Viewing and recording customer history
  - Using the knowledge base to respond to email
  - Suggesting articles for the knowledge base
  - Running reports on self performance

EG10CIH5

## eGain 10 Customer Interaction Hub Training

- Course Title:** eGain 10 Customer Interaction Hub training
- Time:** 3 days
- Audience:** Customer 10 Representatives, Managers and System Administrators
- Locations:** eGain Training facilities or customer site
- Prerequisites:** 1) Familiarity with Windows environment PC  
2) Familiarity with Web-environment

**Description:** This course is the most comprehensive non-technical training course offer by eGain Communications. It is designed to teach all major principles and usage of the eGain 10 mail system as well as the three add-on classes. Agents will learn everything they need to know to respond quickly and effectively to incoming inquiries, whether the inquiries come in the form of an email, chat, or phone call. They will also learn how to expose the Knowledge Base to customers and agents allowing them to perform self 10 guided searches for knowledge base articles. Supervisors and administrators will learn all the tools available for managing and configuring the system.

**Objectives:** The participants will be able to:

- Respond to incoming customer queries whether the inquiry be an email, a live chat session or a phone call.
- Search, grow and build an appropriate knowledge base
- Create and manage users, groups, queues, aliases, & system settings
- Monitor agents and generate reports
- Create Workflows
- Create users and assign permission
- Configure Chat Entry Points and Queues
- Configure Chat Templates
- Configure Self 10 Templates
- Create Self 10 Topics

**Topics:** The following topics are covered:

- Overview of eGain 10
- Agent console: Viewing customer history, activity details, case details and message replies
- Creating and using Knowledge base articles
- Searching
- Administering the knowledge base and classifications
- Generating reports and monitoring agents
- Creating Users, User Groups and aliases
- Creating Workflows
- Configurations
- Permissions
- Creating Activities
- Using the Knowledge Base and noting which articles were read.
- Review of customer view
- Supervision and Reporting
- Quick Responses and Quick Links
- Customize responses
- Users, Groups, and Roles
- My Monitor
- Web Collaboration

## eGain 10 Technical Training

<b>Course Title:</b>	eGain 10 Technical Training
<b>Time:</b>	3 days
<b>Audience:</b>	<p>For system engineers who will install and deploy eGain 10</p> <p>For system administrators who will be maintaining eGain 10 system including troubleshooting eGain Services.</p> <p>For programmers and developers who will deploy, customize and administer eGain 10 platform, including custom rules and database integration</p>
<b>Locations:</b>	eGain Training facilities and on-site at Customer Locations
<b>Prerequisites:</b>	<ol style="list-style-type: none"><li>1) Experience with Windows 2000 OS (Install, configure, administration, troubleshooting) – Internet Information Server</li><li>2) Databases ( SQL, stored procedures, administration, ODBC) - SQL Server 6.5/7.0</li><li>3) Scripting Language (Programming, de-bugging, testing) - JScript, ASP, HTML</li></ol>
<b>Description:</b>	<p>This is an in-depth training program incorporating three tracks, which covers 3 Days.</p> <p>The Deployment specialist track covers installation, configuration and deployment of the system. The Technical System Administrator track covers troubleshooting issues.</p> <p>The Customization Specialist track gives a more in depth look at customization.</p> <p>The class will cover all aspects of system maintenance and troubleshooting.</p>
<b>Objectives:</b>	<p>The participants will be able to:</p> <ul style="list-style-type: none"><li>• Configure eGain 10</li><li>• Customize parts of eGain 10</li><li>• Create Custom Macros</li><li>• Create Workflows</li><li>• Schedule and Run reports</li><li>• Learn to troubleshoot different components of eGain 10</li><li>• Learn to administer/monitor the various Services used by Cisco Interaction Manager.</li><li>• Learn to use the Tools console to perform some out-of-the-box customizations.</li><li>• Create Data Links to access data from external systems</li><li>• Create custom workflows and reports</li></ul>

## eGain 10 Basic Web Portal All-in-One with Guided Help

<b>Course Title:</b>	eGain 10 Web Portal All-in-One with Guided Help
<b>Time:</b>	3 days
<b>Audience:</b>	eGain Knowledge Base Authors and article content developers
<b>Locations:</b>	eGain Training facilities or customer site
<b>Prerequisites:</b>	1) Familiarity with Windows environment PC 2) Familiarity with Web-environment
<b>Description:</b>	The 3-Day eGain 10 basic authoring will teach how to design, maintain, and manage an eGain Knowledge Base. It will also cover Knowledge Base authoring, and authoring best practices.
<b>Objectives:</b>	The participants will be able to: <ul style="list-style-type: none"> <li>• Author Knowledge Base articles</li> <li>• Understand the design principles and methodologies for building a Knowledge Base</li> </ul>

## eGain 10 Guided Help Advanced Authoring

<b>Course Title:</b>	eGain 10 Guided Help Advanced Authoring
<b>Time:</b>	3 days
<b>Audience:</b>	Experienced Case Authors
<b>Locations:</b>	eGain Training facilities or customer site
<b>Prerequisites:</b>	eGain 10 Web Portal All-in-One with Guided Help (EG10KA4)
<b>Description:</b>	<p>eGain 10 Guided Help is a powerful system designed to perform a variety of tasks such as diagnosis, process control, information lookup, product selection, etc. The capabilities of the system are due to the flexibility build in the application together with the enormous capabilities of the CBR technology. Understanding the capabilities of eGain Case Bases and their applicability in the multi-dimensional space of various access channels, user segmentation, and domain coverage is imperative to guarantee the success and effectiveness of the solution.</p> <p>The Advanced Authoring class is designed to teach the Author different case base design techniques, reinforce best design practices, expose details of the underlying algorithms and provide guidelines/tips on case base and taxonomy building. In addition, the first day of the class will be dedicated to short seminar on Knowledge Management.</p>

- Objectives:** The participants will be able to:
- Design several styles of case bases
  - Maximize use of the various advanced features used to Author more effective case bases
  - Understand the effects of design, scoring, and properties decisions

EG10KA  
4

## eGain 10 Web Portal All-in-One with Guided Help

- Course Title:** eGain 10 Web Portal All-in-One with Guided Help
- Time:** 3 days
- Audience:** Authors and Administrators of Knowledge Management Systems
- Locations:** eGain Training facilities or customer site
- Prerequisites:**
- 1) Familiarity with Windows environment PC
  - 2) Familiarity with Web-environment
- Description:** The 3-day eGain Knowledge Author and Administration class for Enterprise Customers will teach all major principles and usage of the eGain 10 knowledge management system. Authors, supervisors and administrators will learn all the tools available for managing and configuring the system, users & groups, and knowledge portal configurations, as well as authoring articles and building case bases.
- Objectives:** The participants will be able to:
- Understand the various administration tools and the effect of administrative decisions.
  - Administer Knowledge Security Policy, Understand the content management capabilities, Configure portals for agents or self-service, Manage Users, and author articles Guided Help cases.

**Topics:**

The following topics are covered:

- Administering System Settings
- Authoring Knowledge Base Articles
- Authoring Case Bases
- Searching
- Administering the knowledge base and classifications
- Generating reports and monitoring agents
- Creating Users, User Groups and aliases
- Creating Workflows
- Knowledge Overview
- Managing Case Bases
- Setting and Managing Security Policies
- Importing and Exporting case bases
- Administrating Multi-Language Case Bases
- Introduction to Knowledge Reports
- Introduction to UI Administration
- Configuring User Interfaces
- Create, Manage and Edit Profiles, Roles and Groups
- Applying Profiles to Objects and Users
- Testing and Debugging

EG10CH3

## eGain 10 Chat All-in-One

**Course Title:** eGain 10 Chat All-in-One

**Time:** 3 Days

**Audience:** Customer 10 Representatives, Managers and System Administrators

**Locations:** eGain Training facilities or customer site

**Prerequisites:**

- 1) Familiarity with Windows environment
- 2) Familiarity with Web-environment

**Description:** This course is a comprehensive training course designed to teach all major principles and usage of the eGain 10 Chat system. Agents will learn everything they need to know to respond quickly and effectively to incoming inquiries. Supervisors and administrators will learn all the tools available for managing and configuring the system.

- Objectives:** The participants will be able to:
- Respond to incoming customer queries
  - Create users and permissions
  - Configure Entry Points and Queues
  - Configure Templates

- Topics:** The following topics are covered:
- Overview of eGain 10
  - Review of customer view
  - The Agent Console
  - The KB Console
  - Supervision and Reporting
  - Tool Bar functions
  - Quick Responses
  - Quick Links
  - Customize responses
  - Users, Groups, and Roles
  - My Monitor
  - Web Collaboration

# eGain Course Registration

## Course Information: Fill in and Fax to 650-230-7600

<b>eGain Product:</b>	
<b>Desired Course Title:</b>	
<b>Time:</b>	_____ Days
<b>Location (select one):</b>	<input type="checkbox"/> eGain Training facilities <input type="checkbox"/> on-site at customer location
<b>When (select one):</b>	<input type="checkbox"/> ASAP <input type="checkbox"/> Specific Week/Month/Year: _____ <input type="checkbox"/> Other: _____ _____ _____

## Contact Information:

<b>Name:</b>	
<b>Company:</b>	
<b>Address:</b>	
<b>Phone:</b>	Work: _____ Cell: _____
<b>Email:</b>	
<b>Best time to call:</b>	
<b>Comments:</b>	

Please take a moment to fill out this course registration form and send, email, or fax it to us.

We also offer an online course registration form at [http://www.egain.com/contact/contact\\_education.asp](http://www.egain.com/contact/contact_education.asp)

Please note: The published course schedule is subject to change without notice. Also, enrollment is not confirmed until you are contacted by an eGain University representative. Course fees are approved through authorized statements of work. No credit cards are accepted.

**eGain University**  
 345 E. Middlefield Road  
 Mountain View, CA 94043  
 USA  
 Phone: +1 650-230-7500  
 Fax: +1 650-230-7600  
 Email: [training@egain.com](mailto:training@egain.com)