CCaaS Training Remote for Final Users on the CCaaS Omnichannel Platform

Material Code 413369 APS PKG CCAAS ADD TRAINING FOR FINAL USERS

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The Services herein will be provided to support.

This service package shall provide extra training to any additional group or area inside their organizations to be aligned with their business operational requirements, this training is also recommended for customers who are having issues with managing the platform once they are engaged and to provide customer-facing training concentrating on their environment and use cases.

Project Scope

CCaaS Training Remote for Final Users on the CCaaS Omnichannel Platform

The following Services are included within the Scope of this offer ("Scope").

1. PROJECT MANAGEMENT

The project manager will do the following:

- Identify and schedule Avaya resources to hold this training.
- Contact client by email to mutually agree on dates and to gather participants' names on the customer side for this training.
- Scheduling the training session.
- Confirm training was delivered as scheduled
- Conduct project administration tasks, including closing the project after completion of the training scope described above.

2. TRAINING

Avaya will provide one (1) training session for up to 2 hours, training will be provided remotely.

The content of the training session will include:

- Train the trainer to provide user training in Workspaces

This training session will be executed for up to 10 attendees.

Customer Responsibilities

1. Identify key personnel to participate in all training activities.
2. Signing in their attendance on Avaya registry documents
3. Sessions cannot be recorded in alignment with the Avaya Policy

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Project Scope Assumptions and Exclusions

Exclusions - The following is not in scope.

1. Data gathering, data analysis, and data quality review, unless specifically described in the Project Scope section of this document.

Assumptions

1. Services will be provided remotely during local Avaya business hours.
2. Services will be provided in English only.

General Assumptions

The Services described in this SDD are governed by the assumptions and conditions described in the Avaya Professional Services Packaged Services General Assumptions Document.