

# Maximizing the value of your communications investment

## Get the most value out of your communications investment

Technology is meant to make our lives easier and more efficient. When it's done right, it can accelerate and transform the way individuals and businesses operate. So, when it comes to something as essential as communications, the technology can make or break your organization's productivity.

In today's fast-paced business environment, you can't afford to miss a call. And communications technologies have expanded to include collaboration tools, as well as basic and advanced voice functions, like 'on-the-fly' call routing. Add to that the growing need for anywhere, anytime access to voice and collaboration tools and you end up with the perfect storm of complexity and lost productivity – just the opposite of what you were aiming for.

**It's not just about what the technology can do, it's about what you can do with it.**

Your communications solution should serve as a tool that solves complex issues and streamlines business operations, not add to it. To take full advantage, an effective solution should be both user and admin-friendly. It should include clear instructions that serve different types and levels of users—so it's equally as easy for the receptionist using the service to perform her job duties as it is for the more technologically savvy software engineer.

An intuitive admin and user interface is key to a modern communications solution. However, equally important, is making sure that you are getting the most of your voice solution investment. This means fully understanding and leveraging the full suite of features that come with it.

In order to ensure you get the most value from your voice investment, our training services provide a variety of customized options to our clients. Our comprehensive training includes both on-demand and scheduled online training to guide clients—from initial set up to ongoing education across their organization. These services are designed to deliver a personalized service that leaves every client well informed, productive and engaged with their new communications technology. Whether you are a new client or want to extend training for your employees, conduct refresher programs, or review new options, there are options to fit your unique needs.

### Complimentary training options:

There are multiple training options with Unified Communications services, including online tutorials and a quick reference library, to which Spectrum Enterprise will continually add. Additionally, there are instructor-led open monthly sessions. These options are complimentary for both new and existing clients, and are included with the service.

#### User guides, quick reference guides and self-paced tutorials

- Spectrum Enterprise offers a growing list of quick reference guides and user guides, including phone references, voicemail setup, user portal, and application user guides.
- Client facing self-paced tutorials allow users to see how features work in real time.

## Explore your training options

### Instructor-led open user training sessions

Individual training events are published on our events page so clients can easily register for instructor-led training that fits clients' unique needs and schedule. This training includes instruction about phones, voicemail, user and portal features

### Introductory training and day 1 support options

- **Introductory training:** For qualifying new locations (15 seats or more), we offer a customized webinar with topics and an agenda pre-agreed upon with the client prior to the training, ensuring that clients get the most out of our Unified Communications service. With this option, a Spectrum Enterprise project manager schedules a session with the client at a convenient time that's close to the scheduled install date (within 30 days), free of charge. Depending on the size and complexity of the opportunity, eligible clients may receive multiple webinar sessions. If clients require extra training, they may purchase additional custom webinars.
- **Day 1 support:** On the day of install, we provide a virtual consulting session for all locations. An audio and web conference bridge, which includes chat, is set up for one hour, allowing clients to consult with a trainer in real time and ask any questions they may have regarding their new service. This service is scheduled with the client by a Spectrum Enterprise project manager

### Additional training options:

As organizational needs may vary, additional training options are available upon request:

- **Custom webinars:** Spectrum Enterprise designs webinars with topics based on the client's specific needs, for clients seeking extra training sessions. These webinars are recorded and available to the client for 30 days.
- **Custom onsite training:** A Spectrum Enterprise technician travels to the client site of choice to deliver a personalized training session based on the client's specific needs.

### A complete end-to-end solution designed with your needs in mind.

Unified Communications from Spectrum Enterprise is designed with an interface built for intuitive, ease of use—for administrators and end users. It's a customizable solution that takes the burden off IT staff, providing modern collaboration features in one fully managed service. Fully leverage the technology and its vast capabilities with unparalleled training for all users from Spectrum Enterprise.

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### About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, is a national provider of scalable, fiber-based technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes networking and managed services solutions, including Internet access, Ethernet and Managed Network Services, Voice and TV solutions, Managed Application, Cloud Infrastructure and Managed Hosting Services. Our team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit [enterprise.spectrum.com](https://enterprise.spectrum.com).