

# Unified Communications client training



Unified Communications from Spectrum Enterprise offers a multitude of benefits for organizations looking to increase collaboration and productivity. Our communications solutions offer diverse training options that enable clients to immediately reap benefits. Whether a client is looking to train new employees, conduct refresher programs, or review new features, we offer multiple options to fit the needs of both new and existing clients.

In order to get up to speed quickly, new clients receive (i) free custom webinar sessions (must be 15 or more lines and the number of sessions varies by size and complexity of the service), and (ii) day one support, a unique service, where we schedule a conference call to allow for rapid responses

to quick questions (for all client locations). All of this is scheduled by a Spectrum Enterprise project manager at a time that's most convenient for the client. In addition, we offer other training and support options to get clients the answers they need throughout the life of the service.

## Overview

Training method	Fee	Description
Online Quick Start Guides and User Guides in PDF format	Included - no extra charge	Available 24/7/365
General Webinar	Included - no extra charge	Cover common areas of interest across users. Requires preregistration
Custom Webinar	One-time fee per Webinar Session	Webinar sessions are recorded and provided to client for playback. Recommended maximum of 20 users per web session
Custom on-site training	One-time fee per day	A trainer travels to the client site of choice to deliver a personalized training session based on the client's specific needs

## How does it work?

- Our web-based Getting Started program and our help and support content is available 24/7/365. Access it anytime, anyplace, from any device
- Clients interested in our virtual webinar options can sign up online at no charge, for a general webinar session, or order a private, customized training session
- Clients who require a more hands-on experience can request a personalized training session at their facility. Clients define the agenda for the training session(s) to fit their unique needs

## Who is it for?

### End users of the service

- Basic users needing to learn how to use their phone and set up voicemail
- More advanced users looking to take advantage of the Anywhere Connect Unified Communications softphone and mobile apps
- Receptionist users
- Call center agents
- Call center supervisors

Administrative users, such as:

- Phone administrator looking to manage features such as auto attendants, hunt groups and call queues
- Call center administrators

Clients interested in scheduling training should contact their Spectrum Enterprise project manager.

## Learn more

[enterprise.spectrum.com/voice](https://enterprise.spectrum.com/voice)

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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).

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