



## ENABLE END-USERS TO COMMUNICATE

### QUICKLY AND EASILY

Successful Unified Communication adoption starts with end-user training. By attending a Maestri training session, end-users will discover how IP Communications can transform their day-to-day productivity to efficiently facilitate comprehensive and effective collaborative experiences.

## CONNECT AND COLLABORATE WITH CONFIDENCE

### END-USER TRAINING

Build competent end-users with instructor-led, classroom style training. Through lecture and hands-on exercises, students gain the knowledge and acquire the skills to successfully operate their new IP phone or Unified Communications application prior to system conversion. Recommended class room seating is 12-students. Standard daily schedule:

|               |             |
|---------------|-------------|
| 9:00 – 10:15  | Class One   |
| 10:30 – 11:45 | Class Two   |
| 12:30 – 1:45  | Class Three |
| 2:00 – 3:15   | Class Four  |
| 3:30 – 4:45   | Class Five  |

### POWER-USER TRAINING

Designed for IT Support Staff and Help Desk personnel, this class is an expanded End-User session that includes details on feature nuances and end-user commonly asked questions, so that the students in attendance can act as a first line of support to their organizations end-users. Recommended class room seating is 12-students for two-hours.

### TRAIN-THE-TRAINER TRAINING

Master the concepts and skills needed to become an in-house instructor on your organizations new IP Phones and Unified Communications applications. During our eight-hour program, you will be taken through a Power-User training session and learn how to convey the End-User curriculum in an engaging, hands-on session. Recommended class room seating is 12-students. Prior training experience recommended. Licensing of the curriculum sold separately.

### SYSTEM ADMINISTRATION TRAINING

A customized and comprehensive four-hour course designed to educate System Administrators on how to manage their Cisco Unified Communications Manager and Unity Voice Mail systems. Students will learn how to navigate and perform moves, adds and changes and learn about features that may be used to bring additional value to their organization.

### INSTRUCTOR-LED ON SITE TRAINING

We simply need a conference room with seating for 12-students and 12-IP Phones programmed with the deployed features and/or a computer with the deployed Unified Communications applications. We have the expertise and proved methodology to facilitate the rest!

### INSTRUCTOR-LED DISTANCE LEARNING

All the value in instructor-led training, without the travel costs. This offering is an exceptional solution for small site deployments and/or remote workers. Delivered from our Distance Learning Suite using Cisco WebEx Training Center, we can educate end-users on their specific applications as if we were teaching on site!

### RECORDED AND HOSTED TRAINING

Client customized and easy to access, this alternative to instructor-led training is a cost effective solution for new system roll-outs and may be used for new hire and remedial training thereafter. Licensed on a monthly basis, students access the tutorial via a Cisco WebEx URL.

### VOICE:

- 500 SERIES IP PHONES
- 6900 SERIES IP PHONES
- 7900 SERIES IP PHONES
- 8900 SERIES IP PHONES
- 9900 SERIES IP PHONES
- UNIFIED IP COMMUNICATOR
- UNIFIED ATTENDANT CONSOLES



### UNIFIED COMMUNICATIONS:

- COMMUNICATIONS MANAGER (CUCM)
- MANAGER EXPRESS (CUCME)
- UNITY CONNECTION
- UNITY
- UNITY EXPRESS
- CONTACT CENTER ENTERPRISE/CTI OS
- CONTACT CENTER EXPRESS
- PERSONAL COMMUNICATOR
- WEBEX CONNECT
- MEETING PLACE
- MEETING PLACE EXPRESS
- WEBEX MEETING CENTER
- WEBEX TRAINING CENTER

### TELEPRESENCE:

- CISCO
- TANDBERG

## OUR MISSION

To partner with Cisco resellers as their virtual Training and Professional Services department and provide indirectly to their end-clients a comprehensive suite of Unified Communication and Telepresence Services that focus on user acceptance and wide-spread adoption of the new technology.

### DESIGN SERVICES | END-USER TRAINING | CUSTOM CURRICULUM | GO-LIVE SUPPORT

#### GO-LIVE SUPPORT

The Maestri training model continues by assisting end-users the first in service day following conversion. Our training professionals visit each end-user in their work environment to answer questions, deliver brief one-on-one tutorials, hand-out reference cards and filter support calls. The trainer(s) act as a liaison between the end-user and the technical team to report and resolve any issues that arise.

#### REFERENCE CARDS

At Maestri, we custom develop each clients end-user reference card(s), ensuring that the step-by-step procedures reflect the exact programming and configuration of the new IP Phone(s) and/or Unified Communications application(s). The two-sided booklet is color printed on 100-lb. glossy card-stock for longevity. Students will receive a reference card during training, serving as a class hand-out and a helpful job aid post conversion.

#### CURRICULUM

Curriculum for each client is custom developed in a PowerPoint format guiding the student from basic concepts through advanced features. The PowerPoint complements the reference card to create a cohesive and complete training package.

#### LICENSING

Maestri will license its intellectual property so that organizations do not have to recreate our work internally.

#### REFERENCE CARD LICENSE

Permits licensee to edit, print or internally post the reference card.

#### CURRICULUM LICENSE

Permits licensee to edit and present the PowerPoint curriculum.

#### INVENTORY CAPTURE

On-site walk-through to create a baseline inventory for accurate phone ordering.

#### STATION AUDIT AND FEATURE DESIGN

Cisco Voice and Unified Communication systems offer a magnitude of features, functionality and applications. Station Design is a means of analyzing each end-user's call handling and routing requirements so that the new IP system is not a mirror image of the outdated TDM system information. A Maestri Design Consultant will conduct detailed interviews so that each end-user's phone is custom configured with the appropriate line appearance(s), features and applications specific to that individual's call handling needs.

#### CALL FLOW DESIGN

Automated Attendants can help to reduce the load on main answering positions by up to 100%. Reducing such operational costs will directly increasing the Voice and Unified Communications system's Return-on-Investment (ROI). Through Call Flow Design, business practices and processes are assessed, menus are mapped and evaluated, and prompts analyzed, resulting in a positive incoming caller experience because they reach their ultimate destination without ambiguity and inconvenience.

#### DATA BASE ANALYSIS AND MAPPING

A service designed for clients who want to build their new Unified Communications system based on the configuration of their old TDM-switch. Maestri can analyze the data-dump, extract the pertinent records and map the data over to the Cisco feature set for .bat file input.