

Online Training Courses Prove to be an Invaluable Tool, Making the Implementation of CallXpress more Efficient

AVST's powerful Unified Communications solution, CallXpress, has been among the most trusted communication platforms available for nearly three decades. CallXpress delivers world-class call processing, voicemail, unified messaging, fax, notification and speech-enabled personal assistant and automated attendant capabilities to help employees become more productive.

With partners and end users all over the globe, from Spain to Hong Kong and everywhere in between, the standard live classroom method of conducting user training have become logistically and financially implausible. It has become clear that many partners and end users are accessible only via a web browser, and AVST is challenged with finding a way to conduct self training sessions that provide participants with a real, hands-on feel for the training material and the product without physically being there.

ONLINE TRAINING SOLUTION

After considerable research AVST has developed and implemented self-paced, interactive, on-demand Online Training courses for both partner technicians and end user administrators. Tutorial videos, virtual labs and case studies are all employed to give course participants an authentic, classroom-like experience. Courses include: CallXpress Administrator Training, CallXpress Core Technical, Unified Messaging, Digital Networking, Speech Server, Speech Server Administration, Integrating to RightFax®, Web PhoneManager, ScheduleXpress and NotifyXpress™. Once a technician or administrator completes the required online courses, a certificate of completion is issued. Upon completion of the courses, AVST has now initiated a survey of the students to collect statistics and obtain vital user input. Of approximately 300 students surveyed thus far, 92% would recommend the online training to others, and 98% rated the training as 'good' to 'excellent'. Users cite the overall experience as "Visual and interactive,"

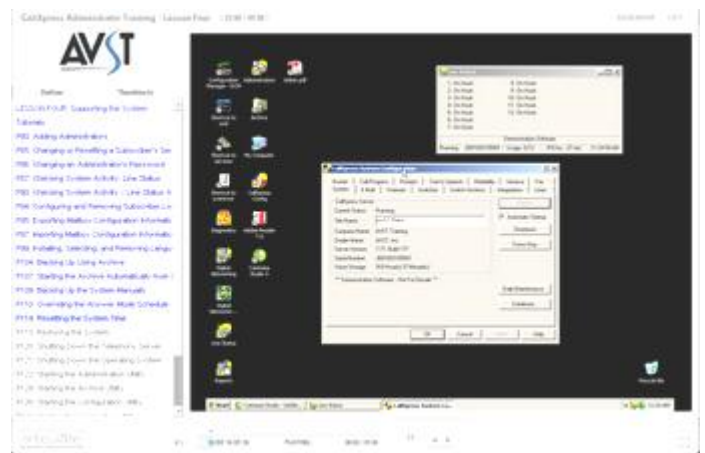
"The best I have seen to date," and "Training at my own pace, enabling me to rewind any lesson at my own discretion."

THE RESULTS

With almost 2,000 users having completed over 16,000 online lessons thus far, AVST's online user training is enjoying considerable success. In the future, the company has plans to enhance the look and feel of the online experience even further, by adding more interactive materials and graphic-rich content.

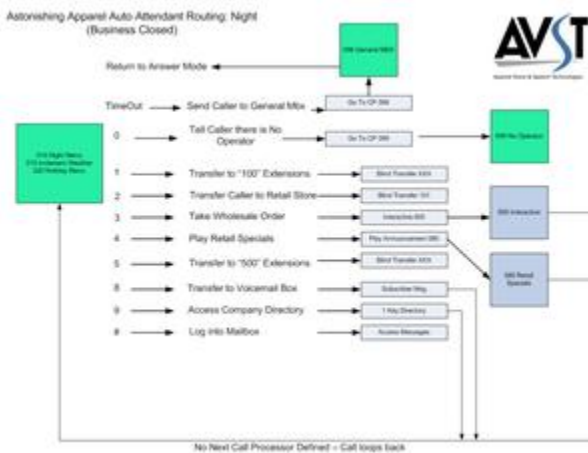
ONLINE USER TRAINING MODULES

Tutorial Videos – AVST offers dozens of real-time tutorial videos that allow students to have a true classroom experience, with instructors detailing each facet of CallXpress. Each section of the video is easily identified so student can follow along with accompanying course materials.

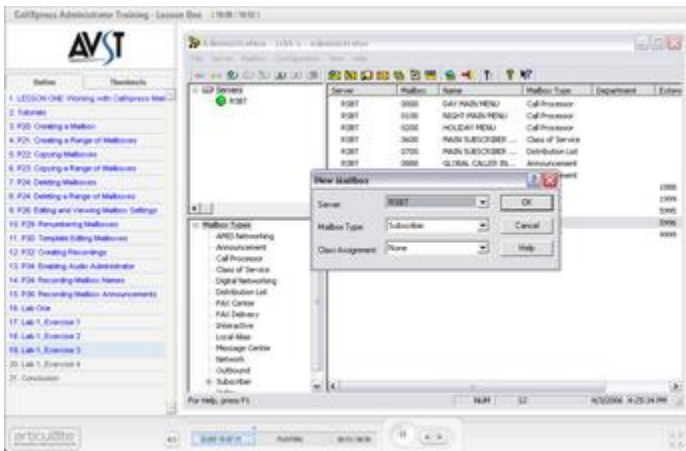


Case Studies – From customer requirements to planning, configuring, and testing an automated attendant – case studies offer an all inclusive example

of a project from start to finish. Below is a sample of a design sheet that was used to explain the call processors, transfers, mailboxes, announcements, and DTFM options available for a night menu automated attendant:



Virtual Labs - Students get hands-on experience with CallXpress by working through exercises in the virtual labs. No software installation is required—only a web browser with an internet connection:



FOR MORE INFORMATION

For over 26 years, AVST has been shaping the evolution of communication, with more than 40,000 systems installed worldwide. Our award-winning CallXpress solution has been unifying communications for companies all over the world. So as the world of enterprise communications advances, you can be assured that AVST has your future covered. To learn more visit www.avst.com or contact us at +1.949.699.2300.