

# AVST Online Technical Training

## Making Implementations More Efficient

AVST offers self-paced, interactive, on-demand online training courses for both the partner technicians and end user administrators. Tutorial videos, presentations, and interactions give participants an authentic, classroom-like experience. Courses include: Repartee Administration and Core Technical, CallXpress Administration and Core Technical, Unified Messaging, Digital Networking, Integrating to RightFax®, Web PhoneManager, ScheduleXpress, UCConnect, NotifyXpress®, and Neverfail. Once a technician or administrator completes the required online courses, a certificate of completion is issued.

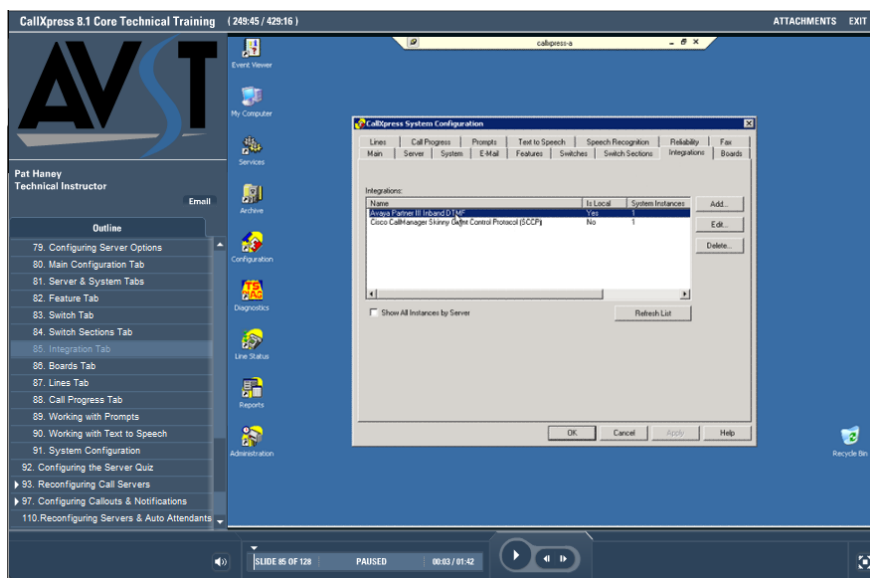
Surveys of students who have completed online training have had positive results: 92% would recommend the online training to others and 98% rated the training as ‘good’ to ‘excellent.’ Users cite the overall experience as “Visual and interactive,” “The best I have seen to date,” and “Training at my own pace, enabling me to rewind any lesson at my own discretion.”

### Online 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 the systems. Each section of the video is easily identified so student can follow along with accompanying course materials.

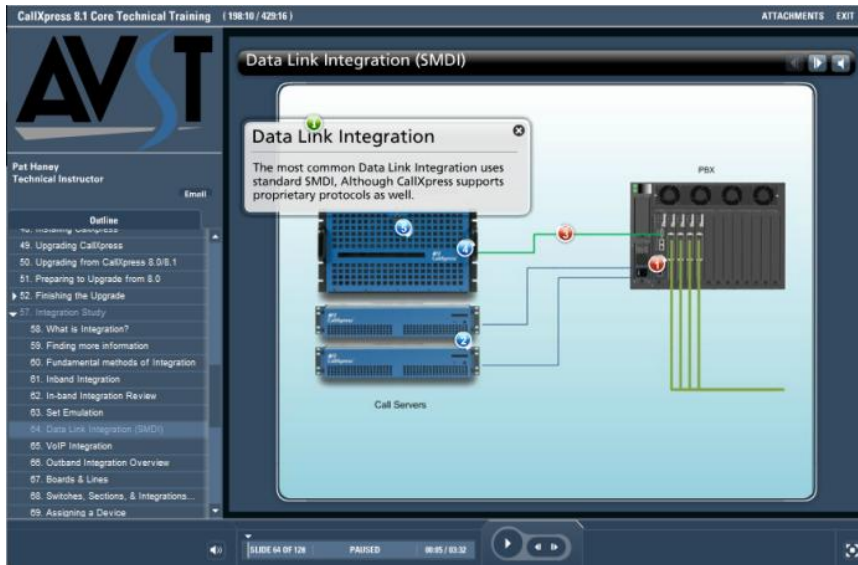
### ONLINE TRAINING FEATURES

- Efficient
- Self-paced
- Interactive
- On-demand



**Interactions** – The graphic interface and the ability to navigate through different aspects of a system enhances the learning experience. Rather than viewing a static presentation, at any

mouse click a student can launch an explanation, presentation or tutorial video covering each detail. Below are samples of interactions that are used to explain the PBX integrations and mailbox types on a CallXpress system:



### About AVST

For nearly 30 years, AVST has been shaping the evolution of communications, with more than 10 million users worldwide that have relied on CallXpress. As the world of communications advances, you can be assured that the award winning products from AVST have your future covered. To learn more visit [www.avst.com](http://www.avst.com). August 2011.