End-User Training

For an optimum use. For more pleasure in the job.

Introduce new communication solutions successfully

The best evidence for the successful implementation can be expected only if the employees really like and use the new communication tools.

„A new application is clearly gaining more value when it is carried by the user".

Challenges for companies

The real use of a new communication software is an indicator for successful project implementation.

Companies have to deal with following challenges:

- Dealing with new applications must be learned
- The operation of the new features is unfamiliar to the user
- The natural aversion and anxiety must be converted into a positive user experience

Added value through End-User Training:

The main added value:

- Winning the end-user for the change
- Involving affected people creates project acceptance
- Appreciative support of employees in the change process
- Transfer of the technical skills and the necessary background knowledge
- Lowering IT costs and support costs with respect to the requests of end-users
- Rapid/faster integration of the solution into the daily business
- Positive experiences leads to word-of-mouth

End-User Training

Tailor-made training for the best for your company.

Competent users are of high value to companies. The Unify Academy supports you with tailor-made end-user training for all Unify software and devices which are used in the employees' daily business.

Building blocks for the optimal training of users in companies:

Basic-service
+ Add-on's

= Individual Solution

You determine the target

The complete end user training offering consists essentially of blocks with many individual services that you can choose. By this means, you obtain an individual and tailored solution to the training issue.
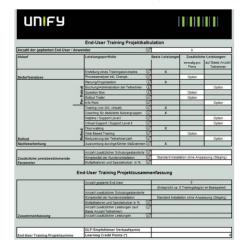
- The **basic service** includes the **needs analysis**, the services for the **roll-out** phase and the **quality management**.

- Additional there are service **elements to choose** – from the user based add-on's, e.g. booking, info point, support level I&II, reduced participants to the company wide add-on's, e.g. process analysis, question box, rollout trailer and web based training.

Project calculation

For an overview of the necessary volume for end user training, we have designed the calculation sheet

The sheet gives you a first, quick overview of the project volume. Every feature is shortly explained (Info sign). The basic services have not to be entered; they are already assigned. Your company-related requirements have to be addressed in the bright fields marked.

The sheet as well as further information is available on our web. Unify.com/academy

The Training Methods

We define with you the kind of training method that is most appropriate for your company.

The Basic service contains three delivery options: Coaching, Training and Floor walking.

Coaching is an intensive training for small groups of users. A specific topic will be illustrated and deepened intense. The coaching can be delivered on-site as well as virtual.

Training can also be delivered on-site or virtual. It is designed for a wider audience – up to 24 participants - and suitable for most of the target groups. The infrastructure will be explained thoroughly. The participants learn to use the new solution in its entirety.

Floor walking supports the users at their workplace in the company. Professional Trainers walk through the rooms and keep available for individual questions.

The Target Groups

End-User should know how to use the software and devices in their job efficiently.

Multiplier and special user need more background and information. They use special or additional applications or devices. The multipliers are nominated or generally determined by the customer. These are team leads, boss-/secretary, Contact center agents and supervisors.

Key-User should be prepared more intensive on the change. They can make an important impact on the course of the project. **Power-User** likes to deal with the new technology. These employees use the system very intensively, even partly outside the normal use.

"Tailored to your business, end-user training for software and devices saves time and costs and increases the efficiency of your company."

Method	Target group	Delivery
• Coaching	• Special users and multipliers	• Specific, detailed
• Training	• End-User	• Specific, application focused
• Floor walking	• End-User at their workplace	• Open, situational

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Visit us on our website for further information. We are pleased to welcome you!

About Unify

Unify is one of the world's leading communications software and services firms, providing integrated communications solutions for approximately 75 percent of the Fortune Global 500. Our solutions unify multiple networks, devices and applications I   to one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security.

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UNIFY Harmonize your enterprise