



# **NICE TRAINING EDUCATION SERVICES**

Helping You Excel at Your Job

# EVERYTHING YOU NEED TO KNOW TO GET THE JOB DONE

Change is often intimidating – especially when it comes to work. That’s why preparing your organization to adopt a new system can be so taxing. So how can you get your users past their fear of the unknown? And how can you help them work more productively and enjoyably? Simple – give them the knowledge and skills they need to get their job done using the NICE solution.

## TRAINING IS WHAT WE DO

Our Training services give your users and technical team the knowledge and hands-on skills to confidently configure, operate and support NICE technology solutions. Training courses are tailored to your working environment, focusing on the daily tasks of your team.

We offer dozens of courses across IT, business and operational functions. Our training experts make sure that the right information always gets to the right people in the right format.

Leveraging a wealth of product knowledge and practical field experience, our team of full-time Education Specialists offers expert guidance in implementing NICE solutions. Well-versed in best-practice adult training methodologies, our team knows how to work with organizations of all shapes and sizes, across multiple vertical markets and virtually anywhere on the globe. Each Education Specialist works with a large number of organizations every year, and typically.

“The learning format was a great balance of lab and troubleshooting as well as fundamental implementation theory and best practice. The instructor - intelligent, outgoing, open, and involved the class throughout the duration of the course. In summary – Training was excellent”.

Senior integrator, big insurance company

## HONE SKILLS, DEEPEN KNOWLEDGE, IMPROVE PRODUCTIVITY

NICE Education services let you maximize value from your technology investment:

- Make it easy for your workforce to get their job done
- Increase user productivity, adoption and job satisfaction
- Enhance system utilization and performance
- Deepen the technical knowledge and self-sufficiency of maintenance team
- Ensure smoother, quicker rollouts and ongoing operations

## THE TRAINING CYCLE NEVER STOPS

Even after the most successful rollout, the need for knowledge never ends. From software upgrades and new rollouts to multiple locations and employee turnover, organizational challenges demand ongoing training. We offer 360-degree Training services designed to help your team continuously improve before, during and after rollout.

## ROLE-SPECIFIC, HANDS-ON TRAINING

Our role-oriented training programs focus on delivering the practical knowledge each team member needs to succeed in his or her daily tasks. Our training development center work closely with NICE software developers to ensure that all training programs and educational materials are always up to date with the latest features and capabilities.

Whether you're implementing a new NICE technology or simply refreshing your staff's skills using an existing system, NICE has the right solution to meet your training needs:

### KEY USER APPLICATION COURSES:

Hands-on training covering the functionality of NICE applications for administrators, Quality Management staff, compliance and risk officers, business analysts and managers

### END-USER TRAINING:

Instructor-led, web-based or blended training covering the processes and functionality of NICE applications for supervisors, team leaders and other end-users

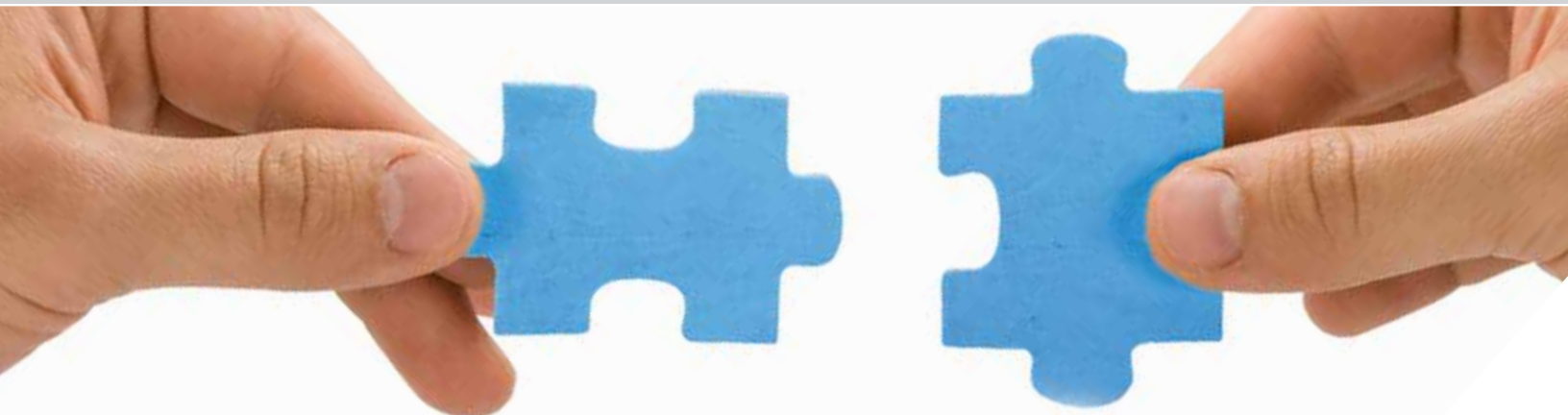
### TECHNICAL COURSES:

Hands-on technical training (on-site or campus-based) for IT personnel focusing on system monitoring, maintenance and troubleshooting

### EDUCATION PORTAL

Complementing our portfolio of instructor-led training courses, the NICE Education Portal offers a wide selection of eLearning solutions for all user types, both self-paced and live. The Education Portal contains the following training and educational tools:

- Role-specific Web-Based Training (WBT) programs
- Content packs with premium sets of online learning programs and activities
- Tips, tricks and best practices
- Live webinars hosted by NICE Education specialists
- Ask-a-Trainer application forums
- Documentation and user guides
- Comprehensive information about NICE training courses and services





## ABOUT NICE SYSTEMS

### About NICE Services

NICE Services (NGS) is a professional services, support and training organization singularly focused on maximizing the business value of our customers' investments in NICE technology. A rich set of expert services enhances the capabilities of NICE solutions, giving customers the knowledge, tools and best practices to meet and exceed business objectives. Our customer-centric service portfolio includes award-winning business consulting, professional implementation services, proactive maintenance, comprehensive training and 24x7 support.

NICE Systems (NASDAQ: NICE) is the worldwide leading provider of software solutions that enable organizations to take the next best action in order to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE's solutions empower organizations to capture, analyze, and apply, in real time, insights from both structured and unstructured Big Data. This data comes from multiple sources, including phone calls, mobile apps, emails, chat, social media, video, and transactions. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies.

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