



EMPOWERING USERS

# INTELE TRAINING



## PROFESSIONAL END USER TRAINING

- Handsets
- Call Centre
- Teams/Skype for Business
- Unified Communications
- Video Conferencing
- Office 365
- Telecommunications
- Reception Console
- Software

## ONSITE TRAINING SESSIONS

Super User, Group & Pre-training options

- Trainers in Brisbane, Sydney, Melbourne Adelaide, Perth, Auckland & Christchurch
- Opportunity to ensure customer satisfaction, feedback and upselling products

## REFRESHER TRAINING

- Onsite, Remote or Webinar
- New employees that require training
- Assists with customer retention
- Reduces support requests
- Opportunity to sell new products

## MONTHLY WEBINAR TRAINING

End user training in a Webinar format

- Multiple clients in one training session

## REMOTE TRAINING SESSIONS

Super User, Group & Pre-training options

- Sessions can be recorded
- Opportunity to ensure customer satisfaction, feedback and upselling products

## TRAINING VIDEOS

eLearning platform focused on feature driven training videos for any product

- Step by step tutorials
- Animated or filmed

## USER GUIDES

Business branded User Guides including all features outlined in training

## CUSTOMER ENGAGEMENT & RECEPTION TRAINING

Focused on communication in a Contact Centre or Reception environment

- Greeting customers
- Quality service delivery
- Responding to customer complaints
- Verifying customer satisfaction
- Taking messages
- Actioning requests

## INTERNAL STAFF PRODUCT TRAINING

Focused on features and benefits of products so sales teams are confident in what they are selling.

InTele Training is the leading Telecommunications and IT training company in Australia and New Zealand. We are recommended by 4 of the largest phone distributors on the market. Our focus is to provide exceptional training services that remove confusion, provides full understanding and is highly valued by our partners and their clients.



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