



ASC Sales Enabling ASC Courses



Target Group

- Sales & presales employees



Goals of the Course

- Make participants ready for sales activities
- Partners will be able to autonomously market ASC solutions
- Convey knowledge of the entire ASC portfolio and of the sales approach



Duration

- 2 days



Trainer

- Responsible ASC sales employee

Content

General Information

- About ASC
 - Overview
 - Value proposition
 - Strengths
- Provisioning models
 - Cloud
 - On-premise
- Solution portfolio
 - Omni-channel recording
 - Speech analytics
 - Quality management

Architecture & Sizing

- neo standard architectures
- Hard- and software sizing guide & requirements
- APIs / Web services
- Integrations
 - Overview
 - Detailed insight depending on technical focus

Processes & Information

- Service: Ticket process & responsibilities
- Professional services
- Price list explanation guide
- Training guide of ASC ACADEMY
- Guided DEMOneo
- ASC XCHANGE
- Q&A
- Contact information

Training Material

- Overview standard architectures
- Sizing guide
- Hardware requirements
- Manuals
- ACADEMY training courses
- Presentations
 - ASC Company Presentation
 - Recording, Analytics & QM
- Integration overview
- Product descriptions

About ASC

ASC is a worldwide leading software provider of omni-channel recording, quality management and analytics addressing all enterprises with recording needs, especially contact centers, financial institutions and public safety organizations. ASC records, analyzes and evaluates interactions across all media, either as an on-premise or cloud solution. Headquartered in Germany and with subsidiaries in United Kingdom, France, Switzerland, Romania, Dubai, United States, Brazil, Mexico, Hong Kong, Japan and Singapore as well as a worldwide service network, ASC is a powerful global player in its industry.

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