



## Certified and Formal Training

### DETAILS

Formal training courses are recommended for the Contact Centres by the software manufacturers, to achieve greater efficiency in the day-to-day work.

We at Re-inventa know that having an in-depth knowledge of the technology, allows you to optimise your platform and all its tools and systems.

Being Altitude's technology partner enables us to provide certified training both nationally and internationally. We have extensive experience in developing services for Altitude platforms. We also provide customised training programmes designed specifically for particular applications and individual client needs allowing us to add significant value to your training courses.

Areas benefiting from customised training are:

- **Technical Operation V8 and System Administration V8 Trainings:**  
The scope of the Tech Operation course allows attendees to define customer service agent policies, access permissions for team leaders, create and interpret reports, understand and apply configuration policies in complex contact centre scenarios. During Sys Admin we cover tools and knowledge necessary for installation, operation, maintenance and system troubleshooting.
- **Knowledge Transfer in the Altitude uSupervisor 7.5 tool:**  
The scope of this knowledge transfer training covers the necessary tools to initiate the Altitude uCi supervisor functions. It is aimed at Altitude uCi platform supervisors and administrators.

Our know-how and experience in certified training allow us to provide to our customer the exact information they need and teach them how to operate their platform in the most efficient and optimal way possible. We also train customers in how to use reporting and management systems of other platforms.

### MAIN FEATURES

- Certified, manufacturer-recommended training.
- National and international level.
- Customised training courses.
- General and application-specific training.
- Improves platform operation.