

BROADVOICE LEARNING CENTER

RATECARD B-HIVE LEARNING KITS



TRAINING PACKAGE	ON-DEMAND	GUIDES	LIVE TRAINING	PRIVATE	TRAIN THE TRAINER	E-LEARNING
Essential - Free	✓	✓	✓	-	-	-
Core - \$250 Recommended for 1- 30 seats	✓	✓	✓	✓ 1 Session *	-	✓ ***
Premium - \$475 Recommended for 30-60 seats	✓	✓	✓	✓ 2 Sessions *	✓ **	✓ ***
Enterprise - \$700 Recommended for 60+ seats	✓	✓	✓	✓ 3 Sessions *	✓ **	✓ ***
Multi-Location - \$300 per location	✓	✓	✓	✓ 2 sessions per location*	✓ **	✓ ***

*Limit 30 per training session.
Up to 90 minutes per training session.

Pay to produce the training – comes with:

** 1 session can be replaced with a TTT session.

***Additional cost of \$500.

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RATECARD **BUBBLE LEARNING KITS**



TRAINING PACKAGE	ON-DEMAND	GUIDES	LIVE TRAINING	PRIVATE
Essential - Free	✓	✓	✓	—
Core - \$250	✓	✓	✓	✓ 1 Session *
Premium - \$475	✓	✓	✓	✓ 2 Sessions *
Enterprise - \$700	✓	✓	✓	✓ 3 Sessions *

*Limit 25 per training session
Up to 90 minutes per training session.

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RATECARD **US GOCONTACT** LEARNING KITS



TRAINING PACKAGE	COST	ON-DEMAND	GUIDES	LIVE TRAINING	PRIVATE	TRAIN THE TRAINER	E-LEARNING	Q&A SESSION
Essential Free	Free	✓	✓	✓	-	-	-	✓ ****
Core Recommended for small accounts	\$500	✓	✓	✓	✓ *	✓ **	✓ ***	✓ ****
Premium Recommended for large accounts	\$1800	✓	✓	✓	✓ *	✓ **	✓ ***	✓ ****
Enterprise Level 1	\$2500	✓	✓	✓	✓ *	✓ **	✓ ***	✓ ****
Enterprise Level 2	\$3300	✓	✓	✓	✓ *	✓ **	✓ ***	✓ ****
Enterprise Level 3	\$4200	✓	✓	✓	✓ *	✓ **	✓ ***	✓ ****
Enterprise Level 4	\$5200	✓	✓	✓	✓ *	✓ **	✓ ***	✓ ****

*Limit 30 attend per training session.
 ** 1 agent session can be replaced with a TTT session
 ***Additional cost of \$1000.
 ****Additional cost of \$300.
 Small accounts are defined as under 5 seats with 2 channels.
 Large accounts are defined as 5 or more seats with 3 or more channels.

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Core – Recommended for small accounts-(under 5 seats with 2 channel s). Supervisors take On-Demand training and attend a Live Q&A session, followed by Live Agent training.



MODULE	TRAINING DAYS	TRAINING HOURS	TOPICS COVERED
Agent training	1	3	Agent Profile, Agent Quality, Voice, Ticket and Webchat Channels
Supervisor Q&A	1	3	Question regarding their current configuration.

Premium – Recommended for large accounts (over 5 seats with 3 or more channel channels). Live Supervisor training will cover Basics and Operations Management by a supervisor Q&A session and agent training.

*Optional based on account build – workshop to help build customized reports and wallboards.

MODULE	TRAINING DAYS	TRAINING HOURS	TOPICS COVERED
Supervisor Basics	1	3	Supervisor Profile, Creating User Profiles, Groups and Users
Operations Management	1	3	Dashboards, Wallboards, CRM, Reporting
Reports or wallboards Workshop *	1	2	Help build customized reports and wallboards
Supervisor Q&A	1	3	Question regarding their current configuration.
Agent training	1	3	Agent Profile, Agent Quality, Voice, Ticket and Webchat Channels
Communication Channel	1	3	How to configure and edit any one of the following: Voice, Inbound, Outbound, Ticket, or Webchat

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Enterprise Kits – 4 levels available depending on a customer account and build . All Enterprise kits include Premium training with the addition of the Communication Solutions below as needed. *Optional based on account build and number of seats.

Enterprise Level 1 – Premium + 1 Communication Solution
 Enterprise Level 2 – Premium + 2 Communication Solutions
 Enterprise Level 3 – Premium + 3 Communication Solutions
 Enterprise Level 4 – Premium + 4 Communication Solutions



MODULE	TRAINING DAYS	TRAINING HOURS	TOPICS COVERED
Ticket Channel	1	3	Ticket Channel Configuration, Contact Template Fields, Inbound and Outbound Mailboxes

MODULE	TRAINING DAYS	TRAINING HOURS	TOPICS COVERED
Webchat Channel	1	3	Webchat Channel Configuration

MODULE	TRAINING DAYS	TRAINING HOURS	TOPICS COVERED
Voice Channel	1	3	Inbound Channel Configuration, Outbound Channel with Manual dialer and DID assignment, Contact Template Fields
Add Dialer*	.5	1.5	Review Dialer options, Dialer manager and Database Manager
Dialer Workshop *	.5	1.5	Support with specific dialer configurations and managing the Dialer control
Add Basic IVR*	.5	1.5	IVR Basics
IVR Workshop*	.5	1.5	Custom

MODULE	TRAINING DAYS	TRAINING HOURS	TOPICS COVERED
Script	1	3	Basic Scripting, Elements, Rules
Add Agent Quality and or eLearning*	.5	1.5	Use points to quantify an agent's responses
Add Math Formulas*	.5	1.5	Use math formulas to trigger action in the script
Add Search in DB*	1	3	Use auxiliary tables to populate script information
Scripting Workshop*	1	3	Help with customized scripting solutions