

BROADVOICE LEARNING CENTER

FAQs

WHAT IS THE LEARNING CENTER?

The Broadvoice Learning Center is the one-stop shop for all of your training resources and tools. It's designed to help you whether you're new to Broadvoice or looking to expand your knowledge about the solutions. You can find the Learning Center [here](#). If you've purchased private training, visit [here](#).

WHO IS IT BUILT FOR?

The Learning Center is built for new and long-standing Broadvoice users.

HOW DOES ONLINE LEARNING VIA THE LEARNING CENTER WORK?

With online learning through the Learning Center, you can access your training materials anywhere there's an Internet connection, making it easy to fit learning into your busy schedule. Plus, the Learning Center lets you tailor your experience to your unique needs, fostering better understanding and increased motivation. It gives you a personalized and effective way to grow your skills and knowledge about Broadvoice solutions.

IS THERE A SPECIFIC SCHEDULE FOR ONLINE LEARNING OR CAN I WORK AT MY OWN PACE?

You can absolutely learn at your own pace with the on-demand training programs. This gives you a flexible, personalized learning experience with lower pressure, higher engagement, and access from anywhere. Plus, you get continual access to updated content for continued learning. We're giving you control of your learning to increase your satisfaction with our solutions and help you retain the information long-term.

WHAT KIND OF TRAINING IS AVAILABLE?

Within the Learning Center, you have access to the following for b-hive UCaaS, GoContact, and Bubble:

- On-demand training
- Live training
- Private, instructor-led training*
- Guides

*Requires a paid plan.

Other resources, like eLearning courses for your LMS and Train the Trainer sessions, are available with registration. Contact our team to learn more.

HOW DO I ENROLL IN A TRAINING WEBINAR?

1. Navigate to the “Instructor-Led Training” tab at the top of the Learning Center site.
2. Go to the calendar and use the filter tool on the left side of the page to find a training session that meets your needs.
3. Click on the training session you would like to attend. Then, select “Go to Event” to register.
 - a) From here, you can view the training details, download the guide, and register at the bottom of the page.

If you have purchased private training, you will receive a registration code from Broadvoice Training that you will enter to register.

4. Once registered, you’ll receive a confirmation email with your training information. Click on the attachment or link in the email to add the training session to your calendar.

WHAT EQUIPMENT DO I NEED TO ATTEND A WEBINAR TRAINING?

To access our online training materials, you need a device with an Internet connection, like a computer, tablet, or smartphone. Our instructor-led and on-demand training sessions have audio components, so speakers or headphones are also required.

HOW DO I JOIN AN INSTRUCTOR-LED TRAINING THAT I’VE REGISTERED FOR?

1. After registering, you’ll receive a confirmation email with your training information. Click on the attachment or link in the email to add the training session to your calendar.
2. 15 minutes before your training session begins, click on the URL in the calendar invite.
3. Scroll to the bottom of the screen and click the “Watch Now” button.

CAN MY TEAM JOIN AN INSTRUCTOR-LED LIVE TRAINING?

Depending on your package, you can have up to 30 team members join your b-hive UCaaS and GoContact training sessions. You can add up to 25 team members for private, instructor-led sessions for Bubble.

HOW DO I FIND THE ON-DEMAND TRAINING THAT I NEED?

1. Navigate to the “On-Demand Training” tab at the top of the [Learning Center](#) site.
2. Use the filter tool on the left side of the page to find the on-demand training content that meets your needs.
3. Click “Learn More” in the course tile.
 - a) From here, you can view the training details, download the guide, and register at the bottom of the page.
4. Once registered, a yellow “Watch Now” button will appear at the top and the bottom of the page. Click on either to watch the on-demand video.