ICSS Training Summary

This document provides a high-level description of the Intelligent Customer Support System (ICSS) training available from Jones Cyber Solutions (JCS).

Jones Cyber Solutions, Ltd.
9697 East Mineral Avenue
Englewood, CO 80112 USA

Overview

Jones Cyber Solutions (JCS) maintains a professional training team dedicated to providing high-quality training for users of its Intelligent Customer Support Systems (ICSS). All training is prepared and taught by certified trainers who have years of experience with ICSS and the environments in which it is used. Classes include real-life experiences, extensive hands-on exercises, and comprehensive training materials.

This document describes the basic ICSS training package and lists customization options available.

ICSS basic training

The following table describes the basic ICSS training curriculum. The curriculum can be modified based on client needs. See "ICSS customized training" later in this document for more information.

Course	Duration	Description	Audience
Service Location	6 hours	• Viewing service location information. • Entering single service addresses. • Entering multiple service addresses. • Explanation of all fields. • Modify service addresses. • Entering MDU (Multiple Dwelling Units) contracts. • Entering MDU addresses.	Staff responsible for service location entry and update.
Security Administration	2 hours	• Setting up security groups and assigning access privileges. • Entering associate names & assigning access groups.	IT staff responsible for user access.
Order Management	40 hours	• Entering initial customer account information. • Creating accounts and sub-accounts. • Working with multiple product groups. • Ordering and scheduling products. • Ordering PPV events. • Rescheduling/modifying pending orders. • Working with account information. • Creating customer history logs. • Viewing service location details.	Customer Service Representatives and Supervisors.

Course	Duration	Description	Audience
		• Creating trouble calls. • Disconnect a customers account. • Reconnect a customers account. • Transfer a customers account. • Creating MDU account. • Working with To-Do items and alerts.	
Work Management	32 hours	• Creating technician availability template. • Working with technician availability. • Defining technician's skills. • Assigning dispatch areas. • Viewing work scheduled. • Searching for work scheduled. • Updating status of work orders. • Rescheduling work orders. • Working with job details. • Closing work orders.	Dispatchers, Routers, and/or Planners.
Inventory Management	8 hours	• Working with inventory locations. • Working with manufacturers. • Creating equipment model templates. • Modifying equipment model templates. • Receiving new inventory via mass add, media add, or single add. • Assigning inventory items. • Loading telephone numbers. • Viewing telephone number statuses. • Loading SIM cards. • Viewing inventory history.	Staff responsible for the issuing and control of inventory.
Finances of Customer Accounts	8 hours	• Entering payments. • Issuing mass credits. • Issuing/approving individual credits. • Issuing/approving individual refunds. • Entering mass payments. • Modifying and transferring payments. • Working with deposits. • Managing the collection process.	Staff responsible financial transactions on customer accounts.
PPV in System Administration	4 hours	• Loading PPV event schedules. • Modifying event default parameters. • Modifying events. • Modifying rates. • Ordering PPV events.	Staff responsible for loading and maintaining PPV events.

For a more detailed description of ICSS basic training, contact your JCS representative.

Sample training schedule

Following is an example of a typical ICSS training schedule.

	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1	Customer Care 8am-5pm	Customer Care 8am-5pm	Customer Care 8am-5pm	Customer Care 8am-5pm	Customer Care 8am-5pm
Week 2	Finances of Customer Accounts 8am-5pm	Open Lab* 8am-5pm	Inventory Management 8am-5pm	Service Location 8am-3pm Security Administration 3pm-5pm	PPV in System Administration 8am-12pm Open Lab* 1pm-5pm
Week 3	Work Management 8am-5pm	Work Management 8am-5pm	Work Management 8am-5pm	Work Management 8am-5pm	Open Lab* 8am-5pm

* Open labs allow participants to work on their own to practice techniques taught in the classes and explore expanded areas. This time also allows participants to enjoy one-on-one time with the instructor.

ICSS training methodology

Training can be conducted at JCS's state-of-the-art training facility or at the client site. Classes typically run from 8AM until 5PM, with an hour for lunch. Optimal class size is eight or less.

The ICSS training team uses the following tools to ensure quality training:

- **Training handouts**—Participants receive complete module-specific user guides that include procedural overviews and step-by-step instructions.
- **Electronic slide presentations**—Each course includes a comprehensive slide presentation (with printed handouts) designed to help users understand task flows and "the big picture."
- **Hands-on exercises**—Extensive hands-on exercises ensure participants "learn by doing," helping them to gain the confidence they need to use ICSS efficiently and comfortably.

- **Question and answer sessions—**Incremental review sessions ensure that participants are getting the clarification and specific information they need.
- **Certification checks—**Certification checks (tests) optionally can be implemented to measure participant learning.
- **Open labs—**These labs allow participants to work on their own to practice techniques taught in the class and explore expanded areas. This time is also used for participants to enjoy one-on-one time with the instructor.

ICSS upgrade training

The JCS training team can provide ongoing support for existing clients in the form of "upgrade training": specialized training intended for current ICSS users who have upgraded to a new version of the product.

The curriculum for upgrade training is customized as needed. However, it uses the same effective techniques employed in the basic training to teach users how to take full advantage of the new features and functionality in the latest product release.

For more information on ICSS upgrade training, contact your JCS representative.

ICSS customized training

JCS can provide a variety of customization options for the basic ICSS training. Customization can include any of the following:

- Special focus on client's specific business processes.

- Use of client data.

- Train-the-trainer training.

- Language localization.

- Curriculum modification or reorganization.

For more information on training customization, contact your JCS representative.