



**EDUCATION SCHEDULE
JUNE THROUGH NOVEMBER 2011**

Below are the courses that will be offered during the months of June through November. Site specific courses, such as Decision Manager, Report Workshop, Call Recorder and Survey Manager are scheduled directly with the manager of Education based on the site's "go-live" date.

To enroll for a course, please go to our website (http://www.syntellect.com/pages/services/education_registration.aspx) or send an email to instructors@syntellect.com. Confirmations will be sent upon confirmation of a purchase order on file and instructor availability.

If there are additional questions please call 630-575-7945.

COURSE NAME	LOCATION	START TIME	END TIME
JUNE			
CIM Configuration Manager	Online	5/31/2011 10:00am	6/3/2011 2:00pm
CIM System Manager	Online	6/14/2011 9:00am	6/14/2011 1:00pm
SCP Management Console	Online	6/16/2011 10:00am	6/16/2011 Noon
JULY			
CIM Configuration Manager	Online	7/5/2011 10:00am	7/8/2011 2:00pm
CIM System Manager	Online	7/26/2011 9:00am	7/26/2011 1:00pm
SCP Management Console	Online	7/28/2011 10:00am	7/28/2011 Noon
AUGUST			
CIM Configuration Manager	Online	8/2/2011 10:00am	8/5/2011 2:00pm
CIM System Manager	Online	8/9/2011 9:00am	8/9/2011 1:00pm
SCP Management Console	Online	8/11/2011 10:00am	8/11/2011 Noon
Voice Programming with Application Designer	Oak Brook Learning Center	8/16/2011 9:00am	8/19/2011 4:30pm
Advanced Programming	Oak Brook Learning Center	8/22/2011 9:00am	8/24/2011 4:30pm

COURSE NAME	LOCATION	START TIME	END TIME
SEPTEMBER			
CIM Configuration Manager	Online	9/6/2011 10:00am	9/9/2011 2:00pm
CIM System Manager	Online	9/13/2011 9:00am	9/13/2011 1:00pm
SCP Management Console	Online	9/15/2011 10:00am	9/15/2011 Noon
Developing Voice Applications with SCP Studio	Oak Brook Learning Center	9/20/2011 9:00am	9/23/2011 4:30pm
OCTOBER			
CIM Configuration Manager	Online	10/4/2011 10:00am	10/7/2011 2:00pm
CIM System Manager	Online	10/11/2011 9:00am	10/11/2011 1:00pm
SCP Management Console	Online	10/13/2011 10:00am	10/13/2011 Noon
CIM Report Customization	Oak Brook Learning Center	10/18/2011 9:00am	10/20/2011 4:30pm
NOVEMBER			
CIM Configuration Manager	Online	11/1/2011 10:00am	11/4/2011 2:00pm
CIM System Manager	Online	11/8/2011 9:00am	11/8/2011 1:00pm
SCP Management Console	Online	11/10/2011 10:00am	11/10/2011 Noon