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## AGENT



### OVERVIEW

Train the service team to use Twilio Flex, considering all types of inbound and outbound service (voice and text)



### PREREQUISITES

None



### COURSE DETAILS – OUTLINE

Log in and log out  
Take calls and chats, consultations, and transfers  
Insert pauses  
Technical recommendations



### SCHEDULE

Date: TBD  
Delivery method/location: virtual  
Course duration: 1 hour



### PRICING

Group Rate: \$50.00 per student

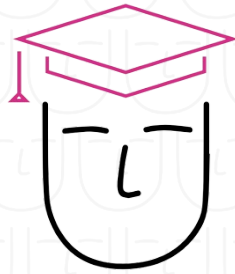


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# SUPERVISOR



## OVERVIEW

Enable the supervision team to understand all real-time and historical monitoring screens, considering the understanding of the metrics and attributes used, thus allowing the best operational practice.



## PREREQUISITES

None



## COURSE DETAILS – OUTLINE

Real-Time Queues Stats  
Agents Real -Time Stats  
Native Dashboards and Reports



## SCHEDULE

Date: TBD  
Delivery method/location: virtual  
Course duration: 2 hours



## PRICING

Group Rate: \$50.00 per student

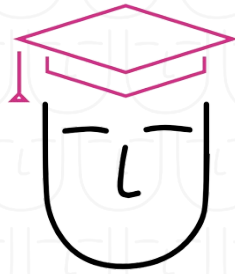


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## FLEX INSIGHTS



### OVERVIEW

Enable the Planning and Supervision team to understand all metrics and attributes, allowing best practices in the construction of reports and dashboards.



### PREREQUISITES

The student must have the following prior technical knowledge:  
Flex Basics



### COURSE DETAILS – OUTLINE

Customer Experience Concepts  
Native Attributes and Metrics  
KPIs

Analyze - How to use it, dashboards, and reports.  
Analytics- How to use it, dashboards, and reports.



### SCHEDULE

Date: TBD  
Delivery method/location: virtual  
Course duration: 10 hours



### PRICING

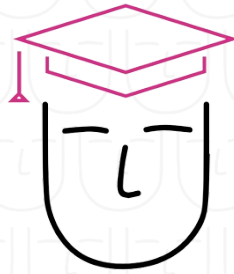
Group Rate: \$650.00 per student  
Min. 6, max. 10 students

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# DEVELOPER – Twilio Flex



## OVERVIEW

This training aims to enable the technical team to understand Customer Experience concepts, its KPIs and how to implement it using Twilio Flex and Flex Insights.

The training is both theoretical and practical and will be focused on the application of knowledge in practice, with direct participation in small projects being contemplated.

This course is ideal for:

Solution Architect

Developer

Level 2 Technical Support Analyst



## PREREQUISITES

The developer must have the following prior technical knowledge:

Web applications development (HTML, CSS and JavaScript).

Front-End (ReactJs)

Back-End (NodeJs)

Webservices

API construction and REST architecture



## COURSE DETAILS – OUTLINE

CX Concepts

CX KPIs

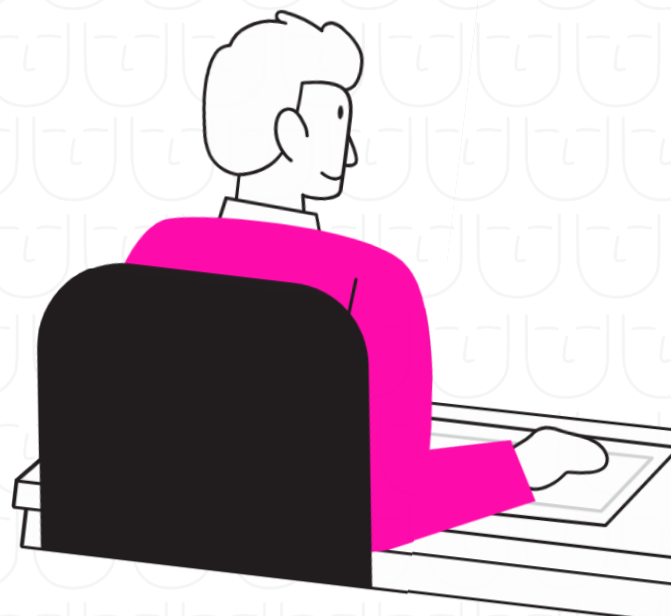
Twilio Certification (self-study)

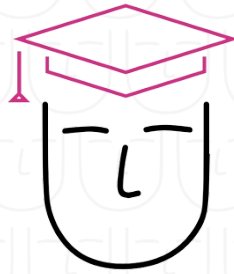
MLD Flex

MLD Flex Insights

Use Cases

Coding Bootcamp





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## DEVELOPER – Twilio Flex



### SCHEDULE

**Date:** TBD

**Delivery method/location:** virtual

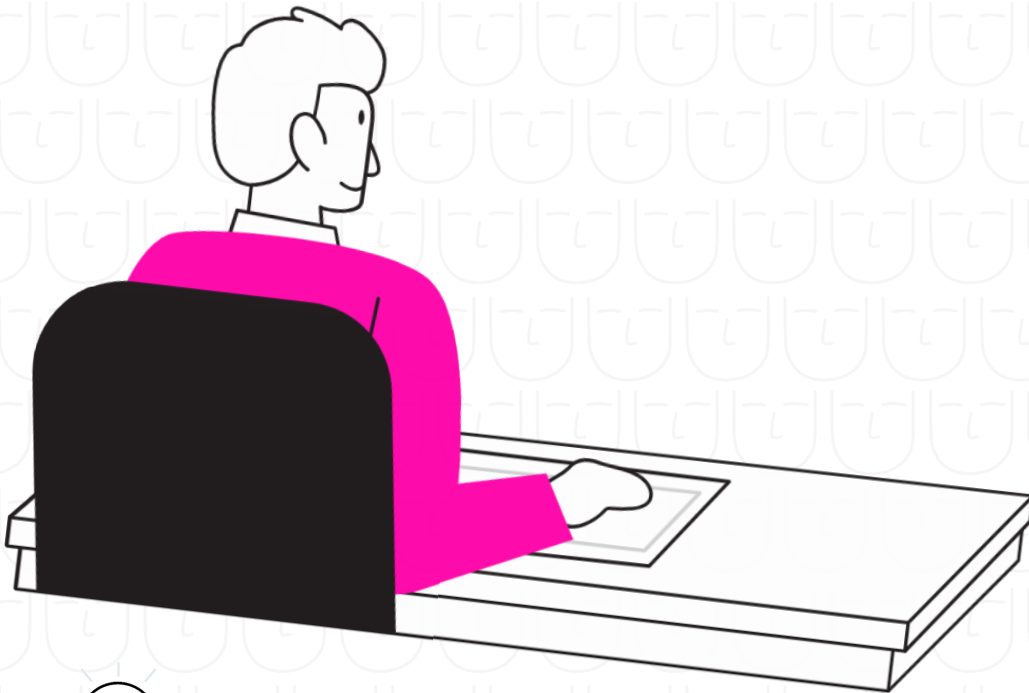
**Course duration:** 70 hours



### PRICING

**Group Rate:** \$1,000.00 per student

Min. 6, max. 10 students

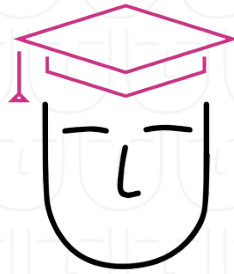


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# DEVELOPER – Google CCAI



## OVERVIEW

This training aims to enable the technical team to understand how to apply Machine Learning for Customer Experience using Google CCAI. The training is both theoretical and practical and will be focused on the application of knowledge in practice, with direct participation in small projects being contemplated.

This course is ideal for:  
Solution Architect  
Developer  
Level 2 Technical Support Analyst



## PREREQUISITES

The developer must have the following prior technical knowledge:

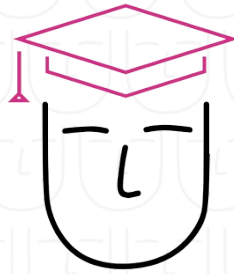
Front-End (ReactJs)  
Back-End (NodeJs)  
Webservices  
API construction and REST architecture



## COURSE DETAILS – OUTLINE

What is CCAI?  
Virtual Agent  
Insights  
Agent Assistant  
Integrations  
Use Cases





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## DEVELOPER – Google CCAI



### SCHEDULE

**Date:** TBD

**Delivery method/location:** virtual

**Course duration:** 60 hours



### PRICING

**Group Rate:** \$1,000.00 per student

Min. 6, max. 10 students



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## L1 SUPPORT – Twilio Flex



### SCHEDULE

Date: TBD

Delivery method/location: virtual

Course duration: 60 hours



### PRICING

Group Rate: \$1,500.00 per student

Min. 6, max. 10 students



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