Virtual Classroom Training

Experience Genesys technical training from anywhere you can connect to the Internet.

The Virtual Classroom provides a live, instructor-led session that offers you the same level of enablement you would receive in one of our traditional public classroom environments. Just connect to the Virtual Classroom with your own computer and Internet connection to join your Genesys certified instructor facilitating the live session for participants located around the region.

Features and Benefits

Attend From Anywhere
The Virtual Classroom connects you to your classmates and the instructor through the Internet allowing you to attend from your home, office, or anywhere you can get online.

No Travel Budget, No Problem
Travel budgets are often the first to go when the economy dips. And with the advances in virtualization technologies, you don’t need it. Use the money you would have spent on flights and hotel rooms to train more users more efficiently.

The Feel of a Traditional Classroom
You will have access to the same course materials, the same instructors and the same content provided in our traditional Instructor-led sessions.

Interaction with Real People
Virtual Classrooms are equipped with text, voice and video messaging to allow you to communicate in real time with your classmates and instructor. And tools like screen sharing, white boarding and polling provide even more classroom interactivity.

Virtual Labs
Practice your new found skills in virtual lab environments that let you access and complete class exercises in real-time.

What do you need to access the Virtual Classroom?
Genesys University requires all students enrolled in the Virtual Classroom to have access to the following environment and equipment on or before your first day of training.

- High-speed Internet connection
- Windows XP through 7 with the latest updates & service packs supported
- Minimum Pentium 1 GHz processor with 1GB RAM
- Internet explorer 8 or 9 recommended with the latest updates & service packs installed
- Firefox & chrome are supported
- Upon first connection to the Virtual Labs, local Admin rights are needed to install Java controls (latest version recommended)
More information
To learn more about the Virtual Classroom, or to view a complete list of product and service offerings available from Genesys University, please visit us on the web at: www.genesys.com/training

About Genesys
Genesys is a leading provider of multi-channel customer experience and contact center solutions. With over 3,500 customers in 80 countries, Genesys orchestrates more than 100 million customer interactions every day across the contact center and back office. Genesys helps customers power optimal customer experiences that deliver consistent, seamless and personalized experiences across all touchpoints, channels and interactions.

For more information visit: www.genesys.com, or call +1 888 GENESYS.