Comprehensive End User Training

The surest way to get the highest return on your investment

Every system we install is designed with the customer in mind, and is intrinsically easy to use. However, effective implementation and acceptance of any new office system requires a structured training program.

When it is time to install your new telephone system, General Communications has the comprehensive resources to make sure all your needs are met. Based on our 31 plus years of experience, we know that in order to get the highest return from your investment, all employees need to be educated on how to fully utilize and take advantage of your new system's capabilities and features.

HOW OUR TEAM WORKS FOR YOU

Prior to installation, your project manager develops your project time line and application solution into a detailed implementation schedule. The functionality of your system is reviewed and activation of various features is demonstrated.

Concurrently, the scope of training needs, curriculum and employee availability are identified, with particular attention paid to mission-critical groups and applications. Next, the system administrator is selected and training classes are scheduled. Systems are programmed as discussed and "burned-in" prior to installation at our testing lab.

To insure a smooth transition, GCC holds a variety of on-site training classes for employees, where they are educated on system features and capabilities. In addition, for on-going reference, they are provided user guides and quick start summary cards.

After all components of your solution are installed and functional, GCC can make adjustments as needed and provide on-going support in many ways; ranging from a 24/7 service response center, additional training classes and educational seminars.