January 29, 2008

Samsung Technical Training
Classroom News and 2nd Quarter 2008 Schedule

The Samsung Training Certification Department would like to inform all Samsung Dealers and Distributors that the first class in our new training facility at the corporate office in Richardson was a success.

Eight students attended the first OfficeServ™ 7000 class taught by Product Engineer Neville Thomas.

Each student programmed and completed hands-on labs at equipped work-stations.

800-876-4782   **www.samsung.com/bcs**

Samsung Technical Training New Classroom and 2nd Quarter 2008 Schedule

The Second Quarter 2008 Instructor Led classes are published on the last page of this document and can be purchased now! The demand for our classes has been very high and classes are selling out really fast!

There are **three new courses added** to our Second Quarter Schedule:

NEW OfficeServ IP-UMS (Product has not been released yet)	
Course Number:	2020-01-IL
Description:	Designed for technicians who will install, configure/program, and create applications on the OfficeServ IP-UMS.
Course Content:	OfficeServ IP-UMS software installation, hardware requirements and integration to OfficeServ switch family. OfficeServ IP-UMS block structure and application (call routing) development will be included.
Certification:	OfficeServ IP-UMS - Technical Support for OfficeServ IP-UMS application.
Class Length:	5 days
Prerequisite:	OfficeServ 100/500 or OfficeServ 7000 or OfficeServ 7100 and SVMi and ITP and OfficeServ IP-UMS Online Prerequisite Test.

NEW OfficeServ ACD (Product has not been released yet)	
Course Number:	3045-01-IL
Description:	Designed for technicians who will install, configure, and maintain OfficeServ ACD call centers.
Course Content:	Microsoft SQL review, Microsoft IIS review, Web and Server management basics, Call Center planning, ACD overview, Switch preparation, ACD installation, ACD programming, ACD maintenance, ACD troubleshooting.
Certification:	OfficeServ ACD - Technical Support for OfficeServ ACD application.
Class Length:	3 days
Prerequisite:	OfficeServ Dataview and ACD/IVR Online Prerequisite Test.

Samsung Telecommunications America
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1301 East Lookout Drive
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Email: BCS.Training@Samsung.com

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Samsung Technical Training New Classroom and 2nd Quarter 2008 Schedule

NEW OfficeServ IVR (Product has not been released yet)	
Course Number:	3046-01-IL
Description:	Designed for technicians who will install, configure, and maintain OfficeServ ACD call centers.
Course Content:	Microsoft IIS review, Web and Server management basics, IVR planning, IVR/TTS overview, Switch preparation, IVR/TTS installation, IVR/TTS programming, IVR/TTS maintenance, IVR/TTS troubleshooting.
Certification:	OfficeServ IVR - Technical Support for OfficeServ IVR application.
Class Length:	2 days
Prerequisite:	OfficeServ Dataview and ACD/IVR Online Prerequisite Test.

All instructor led course fees for classes here at Samsung have been waived until June 30th 2008. Enter coupon code "**learn&save**" when purchasing a course from the Plimus site (https://samsung.plimus.com).

NOTE: Seats are available on a first come first serve basis. If the student cannot attend the class, he/she should contact Samsung to reschedule.

If you have any questions regarding this notice, please contact your Regional Sales Manager or BCS Training Department at 972-801-6105.

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Class Number	Course Number	Class	Start Date	End Date	Class Duration	Location	Trainer	Status
TX040708	1020-01-IL	**OfficeServ 7000 System**	**04/07/08**	**04/11/08**	5 days	Richardson, TX	Product Engineer	**8 Seats available**
TX041408	3035-01-IL	**OfficeServ SPNet**	**04/14/08**	**04/18/08**	3 days	Richardson, TX	Product Engineer	**8 Seats available**
TX042108	3020-01-IL	**OfficeServ Wireless**	**04/22/08**	**04/24/08**	3 days	Richardson, TX	Product Engineer	**8 Seats available**
TX042808	1020-01-IL	**OfficeServ 7000 System**	**04/28/08**	**05/02/08**	5 days	Richardson, TX	Product Engineer	**8 Seats available**
NEW TX050508	3045-01-IL	**OfficeServ ACD**	**05/05/08**	**05/07/08**	3 days	Richardson, TX	Product Engineer	**8 Seats available**
NEW TX050808	3046-01-IL	**OfficeServ IVR**	**05/08/08**	**05/09/08**	2 days	Richardson, TX	Product Engineer	**8 Seats available**
NEW TX051208	2020-01-IL	**OfficeServ IP-UMS**	**05/12/08**	**05/16/08**	5 days	Richardson, TX	Product Engineer	**8 Seats available**
TX051908	1020-01-IL	**OfficeServ 7000 System**	**05/19/08**	**05/23/08**	5 days	Richardson, TX	Product Engineer	**8 Seats available**
NEW TX060208	3045-01-IL	**OfficeServ ACD**	**06/02/08**	**06/04/08**	3 days	Richardson, TX	Product Engineer	**8 Seats available**
NEW TX060508	3046-01-IL	**OfficeServ IVR**	**06/05/08**	**06/06/08**	2 days	Richardson, TX	Product Engineer	**8 Seats available**
NEW TX060908	2020-01-IL	**OfficeServ IP-UMS**	**06/09/08**	**06/13/08**	5 days	Richardson, TX	Product Engineer	**8 Seats available**
TX061608	1020-01-IL	**OfficeServ 7000 System**	**06/16/08**	**06/20/08**	5 days	Richardson, TX	Product Engineer	**8 Seats available**
NEW TX062308	3045-01-IL	**OfficeServ ACD**	**06/23/08**	**06/25/08**	3 days	Richardson, TX	Product Engineer	**8 Seats available**
NEW TX062608	3046-01-IL	**OfficeServ IVR**	**06/26/08**	**06/27/08**	2 days	Richardson, TX	Product Engineer	**8 Seats available**

To register for Instructor Led classes follow the steps below:

Purchase the class by going to https://samsung.plimus.com. Samsung has contracted Plimus to process online orders and collect payments. Please make sure you complete all course prerequisites before coming to class. Enter coupon code learn&save. Samsung is waiving the fee for instructor led courses until June 30th, 2008.

After your order for instructor led courses is processed, within 24 business hours, you will receive an e-mail with your confirmation number, the course name, date, and PC requirements from the Samsung Training Department.

NOTE: Seats are available on a first come first serve basis. If the student cannot attend the class, he/she should contact Samsung to reschedule.

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Published 01/2008