

SNUG 2007 STARTEL TRAINING REGISTRATION FORM

Dana Point, CA – March 17th – 18th, 2007

LEARNING THE 'NUTS & BOLTS' OF A STARTEL PLATFORM!

Saturday, March 17th, 2007

<p>Digital Switch Configuration (9:00am – 12:00pm) Course 1 (3 Hour Session)</p>	<p>Join Tom VanOuse all day as he reveals the 'Nuts & Bolts' of the Digital Switch. Look Up Tables – <i>The basic fundamentals of using the Look Up Tables. What our One Number Concept is and how it might save you money if impending legislation is passed.</i> Split Group / Priorities – <i>Understanding and utilizing Split Groups, Priority</i></p>	<p>_____ @ \$79.00</p>
<p>Lunch Break (12:00pm - 1:00pm)</p>	<p>On Your Own</p>	
<p>Digital Switch Configuration (1:00pm – 4:03pm) Course 2 (3 Hour Session)</p>	<p>Service Quality Monitor (SQM) – <i>Learn how to set up monitoring and alarm notification plus, up to 14 different ways to set up alert / holiday schedules in a proactive, real-time notification delivery where you want it, when you want it!</i> Remote Office - <i>This course will teach you how to get the most out of your remote office / agent. Learn how to set up remote agents and monitoring.</i> Q & A Session (30 minutes wrap up to answer any Digital Switch questions)</p>	<p>_____ @ \$79.00</p>
<p>SIGN UP FOR THE WHOLE DAY AND SAVE!</p>		<p>_____ @ \$150.00</p>

Sunday, March 18th, 2007

<p>CMC (9:00am – 12:00pm) Course 3 (3 Hour Session)</p>	<p>Join Shamesh Twardy, Derek Gray and Vikki Nelles all day as they transform the 'Nuts & Bolts' of the CMC system during the morning and afternoon session. Auto Dispatch – <i>This session outlines the various options for deploying Automated Dispatching that will save agents time and errors.</i> Scripts & Formulas – <i>Discover tips and tricks for creating scripts and formulas.</i></p>	<p>_____ @ \$79.00</p>
<p>Lunch Break (12:00pm—1:00pm)</p>	<p>On Your Own</p>	
<p>CMC (1:00pm – 4:30pm) Course 4 (3 Hour Session)</p>	<p>Affinity Groups – <i>Learning the basics of Affinity Groups. What are they? What do they do? What is the correlation between Split Groups?</i> Members – <i>Explore the true capabilities of deploying Members. What are they and what makes them so special?</i> Email Response – <i>Discover the advantage of setting up email response and the benefits of using email.</i> Q & A Session (30 minutes wrap up to answer any CMC questions)</p>	<p>_____ @ \$79.00</p>
<p>SIGN UP FOR THE WHOLE DAY AND SAVE!</p>		<p>_____ @ \$150.00</p>
<p style="text-align: right;">TOTAL</p>		

NOTE: Registrations will not be accepted without payment.

PLEASE COMPLETE BOTH SIDES OF THE REGISTRATION AND MAIL / FAX TO SHARON TAKAHA.

**PLEASE COMPLETE THE INFORMATION ON BOTH SIDES OF THE
REGISTRATION FORM AND FAX TO: 949-863-8771.**

COMPANY NAME:	
CONTACT:	
ADDRESS:	
CITY, STATE, ZIP:	
PHONE:	
FAX:	
EMAIL:	
BADGE NAME 1*	COURSE: 1 2 3 4
BADGE NAME 2*	COURSE: 1 2 3 4
BADGE NAME 3*	COURSE: 1 2 3 4

* NOTE: PLEASE PRINT YOUR NAME AS IT IS TO APPEAR ON YOUR BADGE

Payment: Check Visa MasterCard

Name as it appears on the card: _____

Card Number: _____ Exp. Date: _____

Authorized Card Signature: _____ CV: _____

Registrations will not be accepted without payment.

Please complete and FAX with Credit Card information to: (949) 863-8771 Or MAIL with check payable to STARTEL.

Cancellation Policy: Sorry, absolutely NO REFUNDS after 2/28/2007.

Mail Check and Registration Form to:

Startel Corporation
 SNUG Conference 2007
Attn: Sharon Takaha
 17661 Cowan Avenue
 Irvine, CA 92614
 Fax: (949) 863-8771
 Email: Sharon.Takaha@startelcorp.com

Hotel Information:

Laguna Cliffs Marriott Resort & Spa
 25135 Park Lantern
 Dana Point, CA 92629 USA
 Reservations – 1-800-533-9748
www.Lagunacliffs.com
 Classes will be held at the hotel in the **Learning Center** from 9 a.m. to 4:30 p.m.