



The B-Lynk team, without a doubt the most knowledgeable and professional BroadSoft sales training available. Helped my sales team tremendously!

Jason S. Hunt
Owner | Hunt Telecom

BroadSoft – BroadWork’s End-User Training Content Management as a Service

Looking to reduce support and operational expenses but increase customer satisfaction? Consider Smart-Lynk, the only training content as a service available for BroadSoft service providers deploying the BroadWorks platform. Now you can deliver training directly to your customers without the hassle of managing your course content, release, versions and future upgrades

Smart-Lynk Courses

Smart-Lynk training courses consist of multi-media, interactive content, and are available 24/7 on the Smart-Lynk portal. Each course includes customization options depending on your business needs.

Courses include content covering the following applications and hosted solutions:

- ▶ BroadWorks Enterprise Assistant – “The Toolbar”
- ▶ BroadWorks Call Center Agent and Call Center Supervisor Desktop Client
- ▶ CTI SmartRecord Call Recording
- ▶ BroadWorks Receptionist Console
- ▶ IP Phones (Polycom and Cisco Models)

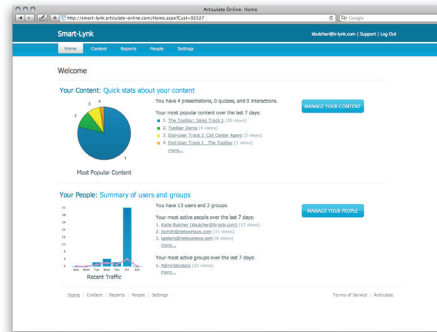
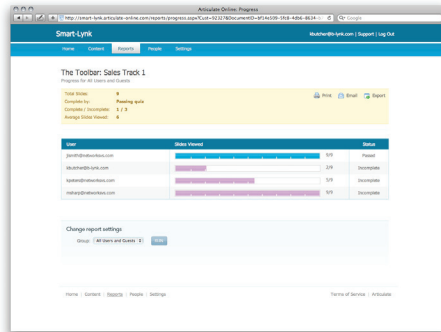
Each branded course includes quizzes and content review with management reporting (see reverse for further details). Looking for a course that’s not on the list? Contact us today to discover how we can help develop and design a customized course for your product offering.

Smart-Lynk Benefits:

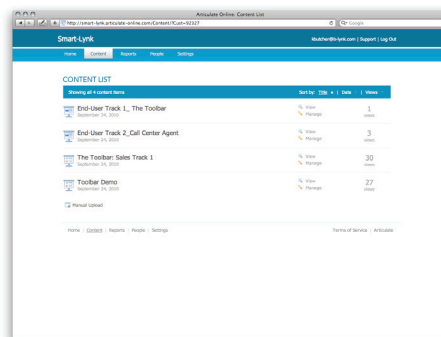
- ▶ Standardized eLearning training solution that scales with you as your business grows
- ▶ Decrease training costs
- ▶ Decrease customer support costs by reducing training-related calls to customer service
- ▶ Hassle-free training and course version control
- ▶ Increase customer satisfaction!

The Smart-Lynk Platform

Wondering if your customers took that most recent call center course? Now you can easily run a management report to see the activity for that course at that customer location! Upgrading to the next Broadwork release? Provide hassle-free updated training to your customers.



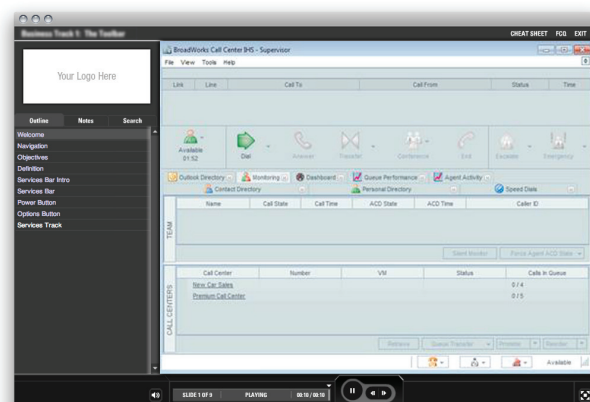
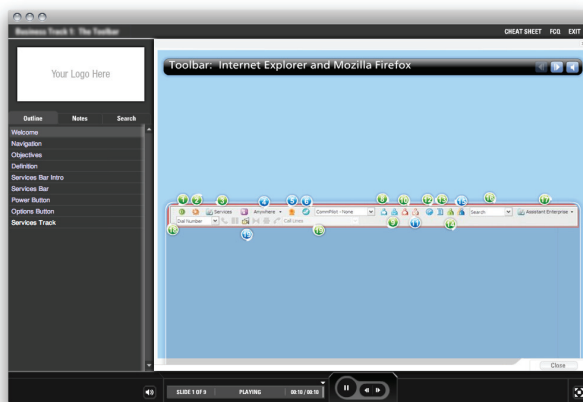
Administrators can easily see the number of views and activity of each course using the management reporting tools.



All available courses can be launched from your Smart-Lynk portal, or you can easily share the courses by linking them to your website or using the invitation tool.

All courses include the following:

- ▶ Branded player for additional customization.
- ▶ Quizzes and interactive learning components delivered in easy to use format to enhance the learning process.
- ▶ Self-paced and can be viewed multiple times allowing sales teams or channel agents the ability to repeat the course or start and return at a later time.



For more information email us at sales@b-lynk.com or call: 813.321.1515 - option one for Smart-Lynk sales
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