



**TELE-DATA SOLUTIONS**  
TELE-DATA SOLUTIONS

**“WHAT HAPPENS IF I TRAIN MY  
EMPLOYEES AND THEY LEAVE?  
WHAT HAPPENS IF I DON'T TRAIN MY  
EMPLOYEES AND THEY STAY?”**  
– Dr. Tony Alessandra

***You have been asking. We are listening!***

***“How can I take advantage of the investment I made in my Strata CS/TeleVantage System?” Take a ride over to our technology center for an upcoming training event.***

**Some of the items we will cover are:**

- ***How do I use my Viewpoint Software? Basic re-introduction to this powerful tool.***
- ***How do I to give my VIP customers the attention they deserve?***
- ***How can I use my phone system with my Blackberry and/or iPhone?***
- ***How can I manage my Strata CS/TeleVantage system remotely for “emergency situations?” (i.e. inclement weather/flooding)***
- ***How do I use the Management Tools in my phone system to manage my company?***
  - Coach, Monitor, Join
  - Auto call recording and archiving
  - Call reporting



**Who should attend:** CEOs, CIOs, Owners, IT Directors, IT Managers, Customer Service Managers

**Dates:** Tuesday June 8th, 2010 and Thursday June 24th, 2010

**Time:** 8:30am- Breakfast, 9:00am-11:00am- Presentation

**Venue:** Tele-Data Solutions Technology Center, 1767 Route 22W, Union, NJ 07083

**RAFFLE TO BE HELD!  
BRING YOUR  
BUSINESS CARDS:  
WIN A BLUETOOTH  
HEADSET!**

**To register: Contact Marni Swickle  
at 908.378.1220  
or email [mswickle@tele-datasolutions.com](mailto:mswickle@tele-datasolutions.com)**