

## Course Calendar 2009

### Technical Track

VoiceObjects Phone Application Server	Development of Voice Applications for VoiceObjects Server
February 02-03	February 04-06
March 02-03	March 04-06
May 04-05	May 06-08
July 06-07	July 08-10
August 31 - September 01	September 02-04
October 05-06	October 07-09
November 02-03	November 04-06
November 30 - December 01	December 02-04

Development of Text and Mobile Web Applications for VoiceObjects Server	Grammar Development
March 12-13	February 09
September 10-11	May 11
December 10-11	November 09

VoiceObjects Best Practices	Infostore and VoiceObjects Analyzer	Installation and Maintenance of VoiceObjects
March 09-11	February 12-13	February 10-11
September 07-09	May 14-15	May 12-13
December 07-09	November 12-13	November 10 - 11

Operation of VoiceObjects	VoiceObjects XDK	VoiceObjects Release Update
Upon request	Upon request	Upon request

## Design Track

Phone User Interface Design for Voice Applications	User Interface Design for Phone Channels
April 21-23	Upon Request
July 28-30	
October 27-29	

## Sales Track

VoiceObjects Sales Training	VoiceObjects Presales Training
Upon request	Upon request

## VoiceObjects Certification

VoiceObjects Certified Application Developer (Voice)	VoiceObjects Certified System Administrator	VoiceObjects Certified Sales Engineer
Upon request (web-based)	Upon request (web-based)	Upon request (web-based)

## VoiceObjects University Registration Form

Return this page by fax +49 (2204) 845-101 or email [university@VoiceObjects.com](mailto:university@VoiceObjects.com). A confirmation will be returned in due course. You will receive attendance instructions two weeks before the course starts. For more information, on directions and accommodations, please refer to [www.VoiceObjects.com](http://www.VoiceObjects.com).

Course title \_\_\_\_\_ Date \_\_\_\_\_

Course title \_\_\_\_\_ Date \_\_\_\_\_

I wish to register the following participants:

Company \_\_\_\_\_

First Name \_\_\_\_\_ Last name \_\_\_\_\_

Email \_\_\_\_\_

First Name \_\_\_\_\_ Last name \_\_\_\_\_

Email \_\_\_\_\_

First Name \_\_\_\_\_ Last name \_\_\_\_\_

Email \_\_\_\_\_

First Name \_\_\_\_\_ Last name \_\_\_\_\_

Email \_\_\_\_\_

Billing address:

Contact Person \_\_\_\_\_

Company \_\_\_\_\_

Address (incl. zip code) \_\_\_\_\_

I accept the general terms and conditions for VoiceObjects University.

\_\_\_\_\_  
City, Date

\_\_\_\_\_  
Signature

## General Terms and Conditions

### **BOOKING**

Training must be booked in writing (fax is acceptable), at least two weeks before the course begins. The booking must contain the following information: course title and dates, billing address, and the name and email address of each participant. To ensure the best instruction environment, course capacity is limited (typically to eight participants). All prices are exclusive of any local taxes, such as Sales Tax or VAT.

### **BENEFITS**

Course fees cover the following items: course materials, midday meals and light refreshments during the training sessions. Certification courses include (web-based) exams and certificates.

### **VENUES**

Training in most cases takes place at VoiceObjects University Training Centers. Training conducted at other locations can be arranged upon request. For on-site training, we charge per training day (see regional pricelist), plus two days for pre- and post-processing, plus travel and expenses.

### **CANCELLATION**

Cancellations must be provided in writing (fax is acceptable). If a participant cancels at least ten working days before the course begins, the participant will receive a voucher at full value for the same course, valid for six months from the date of cancellation.

If a participant cancels more than two (but less than ten) working days before the course begins, the participant will receive a voucher for 50% off the same course, valid for six months from the date of cancellation.

Participants may not cancel less than three working days before the course begins, and no refunds will be given. However, the names of participants may be changed at any time before the course begins, as long as VoiceObjects is informed of this substitution in writing.

If VoiceObjects is obliged to cancel a training course because of illness, natural disaster or other circumstances beyond its control, each participant will receive a voucher for the same course, valid for twelve months from the date of cancellation. Participants will be informed of any changes to the training schedule as soon as possible. VoiceObjects accepts no liability for any other costs or losses incurred as a result of course cancellation. This does not affect your rights under the law.

Registration forms and a training calendar are provided at [www.VoiceObjects.com](http://www.VoiceObjects.com).

### **About VoiceObjects – A Voxeo Subsidiary**

VoiceObjects is a leading provider of automated phone self-service application development, deployment and analytics solutions. By using VoiceObjects technology, organizations are able to enhance each user's experience, integrate phone self-service into comprehensive customer service strategies and manage self-service applications residing on VoiceXML-based IVR platforms. VoiceObjects technology is used by Global 500 enterprises and mobile carriers, including Adobe, Hershey's, Postbank, T-Mobile, Vodafone, Volkswagen Financial Services and other leading companies worldwide. VoiceObjects is a wholly owned subsidiary of Voxeo Corporation, the world's leading provider of standards-based voice application platforms and hosted services.

For more information, please visit [www.VoiceObjects.com](http://www.VoiceObjects.com) or [www.voxeo.com](http://www.voxeo.com).