Luware

Nimbus Contact Center Training Catalog

2024

Over the past few years huge advances have been made in communication technology within the workplace.

The ability of employees to connect collaboratively and work within a network with global real-time communication has vastly improved the efficiency and productivity of organizations.

The downside to this accelerated advance in technology is that many organizations and employees are struggling to keep up with the adoption of the technology and it can be met with resistance from the staff it is designed to help.

To drive successful technology adoption, it is important to understand not just the business needs, but also the needs of all stakeholders to ensure they see the benefits and embrace the new technology.

At Luware we understand that identification of key stakeholders, their roles within an organization, and their responsibilities in terms of enabling a successful roll out are the keys to creating clear, structured, and managed training sessions that focus on the areas each stakeholder needs to fulfill their responsibilities.

That's where the **1UC** training programs can help.

For Training information online, click HERE.

Training Packages

Training Packages

In partnership with Luware, **1UC** created a range of training packages based on **1UC**'s extensive experience delivering training to contact center clients over the last 20 years. The training delivered by **1UC** offers tried and tested courses and training project planning designed for ultimate success in adoption when rolling out your new Nimbus Contact Center services.

Contact your Luware Customer Success Manager for pricing and details.

By allowing **1UC** to take the lead we can ensure that all staff receive the correct training course at the right stage of the project.

The 1UC team handles all of the training tasks, which takes the pressure away from the internal project team, IT staff, and supervisors so they can focus all their energy on the preparation and development work necessary to ensure the new Nimbus Services is implemented to their requirements.

For larger clients, a custom package specifically tailored to their needs and project roll-out scope is recommended.

1UC Nimbus Training Package Options

		Bronze (20-50 users)	Silver (50-100 users)	Gold (100-150 users)	Platinum (150-200 users)
T -1 month	**Introduction to Luware**	1 session	1 session	2 sessions	2 sessions
T -1 month	**Project Co-ordination**	1 day	1 day	2 days	2 days
T -11-10 days	**User Acceptance Training for Contact Center (UAT)**	1 session	2 sessions	3 sessions	4 sessions
T -4 days	**Teams Telephony Training for End Users**	2 sessions	4 sessions	6 sessions	8 sessions
T -3 days	**Supervisor End User Training**	1 session	2 sessions	3 sessions	4 sessions
T -2 days	**Agent End User Training**	Up to 4 sessions	Up to 8 sessions	Up to 12 sessions	Up to 16 sessions
T 0 Go Live	**Go Live Support**	1 x 2 hour session	2 x 2 hour session	3 x 2 hour session	4 x 2 hour session
T +4 days	**Basic Administration**	1 session	2 sessions	3 sessions	4 sessions
T +5 Days	**Supervisor Reporting (Power Bi)**	1 session	2 sessions	3 sessions	4 sessions
	Approximate number of hours	25 hours	39 hours	64 hours	78 hours

Note 1: All timing is dependent on size of project. Session duration explained in course catalogue.

Note 2: All training is offered during the period noted based on package purchased.

Note 3: For projects with less than 20 users, individual (non-package) sessions can be purchased. Call your Luware Customer Success Manager.

Note 4: Projects above 200 users need to be scoped and priced on a per customer basis.

Note 5: All training will be delivered using our own demo environment. No training will take place on the customers environment before go live.

Note 6: All training is remote unless onsite is purchased (additional costs are scoped and defined separately).

Training Packages - Cont'd

To purchase a 1UC training package, contact your Luware Customer Success Manager. The course codes below will be used. There are different course codes for English delivery and non-English delivery.

Course Type	English Delivery	Non-English Delivery
Bronze	nm-nr-1uc-ccbbe-ser	nm-nr-1uc-ccbbn-ser
Silver	nm-nr-1uc-ccbse-ser	nm-nr-1uc-ccbsn-ser
Gold	nm-nr-1uc-ccbge-ser	nm-nr-1uc-ccbgn-ser
Platinum	nm-nr-1uc-ccbpe-ser	nm-nr-1uc-ccbpn-ser

Non-English Delivery

Please note that the languages packages can be delivered in the following languages:

- Dutch
- German
- French
- Spanish
- Italian

If any other languages are required and can be provided, training can be delivered with the exception of the advanced courses (Supervisor Reporting and Administration Training) which must be delivered in English.

Click here to learn more about Nimbus training on the Luware Training website.

Course Information

An Introduction to Nimbus Contact Center

Designing a new call center can be a daunting task. This 1UC course introduces what Luware Nimbus® CC is and how it works. It covers both the Contact Center Agent and Supervisor components and how to configure them in a way that will work best for your organization, as well as basic tasks like logging in and out, answering calls, etc.

Duration	Up to 120 minutes per session
Group Size	Up to 10 people per session
Prerequisite	No Prerequisite
Course Type	Supervisors/ IT Project Team
Note	This course should take place before a cutover. All training will be delivered using our own demo environment. No training will take place on the customers environment before go live.
Course Code	English delivery: NM-NR-1UC-INCCE-SER
	Non English delivery: NM-NR-1UC-INCCL-SER

Course Content

Upon successful completion, delegates will be able to understand:

What is Luware Nimbus®

- For Agents
- For Supervisors

How does it work

- Teams vs Luware Nimbus
- Difference between Teams based service and Contact Center
- Luware Nimbus vs Powerbi Reporting

Call handling within Luware Nimbus®

- Starting up Teams
- Logging in to Luware Nimbus
- Logging on/off Teams
- Logging on/off Contact Center
- Answering a call
- Nimbus Overview
- Change Presence
- Not available reasons
- Transferring a call
- Outbound calls
- After call work (ACW)
- Redirect on no answer(RONA)
- Call on behalf
- Codes

Understand the supervisor experience

- Dashboards
- Supervisor Assistance
- User Management

Building your system

- Understanding Profiles
- Distribution policies
- Skill Categories & Skills
- Skill/User assignment

What are the Service Options

- Service Name
- Closing the Contact Center
- Call flow decisions
  - Distribution method
  - Queue timeout
  - ACW AND RONA configuration
  - Enable Music on Hold
  - IVR announcements

User Acceptance Training for Contact Center (UAT)

This 1UC course demonstrates how to use the features and functionality of the Nimbus Contact Center environment for testing. It is designed to help those on your team who will be testing the system prior to launch. Basic Teams telephony feature testing will also be demonstrated.

Duration	Up to 90 minutes per session
Group Size	Up to 10 people per session
Prerequisite	Installation and configuration must be finalised
Course Type	User Acceptance Testers/Supervisors
Note	This course should take place before a cutover. All training will be delivered using our own demo environment. No training will take place on the customers environment before go live.
Course Code	English delivery: nm-nr-1uc-uate-ser
	Non English delivery: nm-nr-1uc-uatl-ser

Course Content

Upon successful completion, delegates will be able to understand:

Teams Voice Functionality

- Making a call
- Answering a call
- Understand call window & call controls
- Transfer & Conference

Luware Nimbus Agent Functionality

- Logging in and out of the Contact Center
- Overview of the Nimbus interface
  - My Overview
  - My sessions
  - Personal dashboard
  - My services
  - User settings
- How to open the Luware Nimbus app
- Change your availability status
- Selecting a Not Available Reason
- Nimbus Assistant
- How to make a call from the Contact Center

Luware Nimbus Supervisor functionality

- Listen, Whisper, Barge in: How they work and when to use them
- Change the ‘duty status’ of an agent
- Overview of Service Configuration
  - Manage service workflows
  - Manage service codes
  - Manage services conversation context

Luware Nimbus Dashboard

- Open/Start dashboard
- Understand dashboard data and statistics
- Create new dashboard using available widgets
- Overview of Web Dashboard
- Accessing dashboard on a Teams Channel

Teams Telephony Training for End Users

This 1UC course will provide end users with an overview and introduction to the basic calling and telephony features within Teams that work with the Nimbus Contact Center.

Duration	Up to 60 minutes per session
Group Size	Up to 20 people per session
Prerequisite	Installation and configuration must be finalised
Course Type	Office 365
Note	This course should take place before a cutover. All training will be delivered using our own demo environment. No training will take place on the customers environment before go live.
Course Code	English delivery: nm-nr-1uc-tevoe-ser
	Non English delivery: nm-nr-1uc-tevol-ser

Course Content

Upon successful completion, delegates will be able to understand:

Microsoft Teams Telephony Overview

- What is a softphone?
- Integrated with Teams
- Access from any device
- Desktop Application
- Mobile Application

Making a call

- Making internal & external phone calls - Desktop & Mobile
- Start an internal call or call to a guest from a chat in Teams - Desktop
- Start an internal call or call to a guest from a chat in Teams - Mobile
- Start an external call from Teams phone app - Desktop
- Start an external call from Teams phone app - Mobile
- Speed dials
- Speed dial groups
- View/add contacts
- Start a call from Contacts
- Start a call from History
- Start a call from Outlook

Answering a call

- Answering a call - Desktop
- Answering a call - Mobile

Understanding the Call Window & Call Controls

- Place callers on hold - Desktop & Mobile
- Place callers on mute - Desktop & Mobile
- Using Dialpad during a call

Transfer & Conference

- Unsupervised Transfer calls
- Supervised Transfer
- Cancelling a transfer
- Adding someone to a call

Call Forwarding

- Activate Call Forwarding
- Understand Call Forward options
- Forward calls to a call group
- Setting up a pickup group - Simultaneous Ring

Call Delegation and Shared Lines

- Understand delegate permissions and features
- Add a delegate
- Make and receive calls as a delegate
- Put calls on hold as a delegate
- Change your boss's call and delegate settings

Other Settings

- Call Blocking
- Understand DND and setting up Priority Access
- Setting up Distinctive Ringtones
- Manage Audio & Video settings
- Tagging for status change alerts

Voicemail

- Using Voicemail
- Setup Your Voicemail greeting
- Generic vs. out of office
- Check your voicemail

Supervisor End User Training - Nimbus CC

Supervisor Functionality & Dashboards

This 1UC course will demonstrate how to use the features and functionality of Nimbus CC. Users will be able to log in and out of the Contact Center and understand the various features available to them.

Supervisors will also be shown how to monitor agents calls and shown the tools needed to monitor agents.

Duration	Up to 90 minutes per session
Group Size	Up to 10 people per session
Prerequisite	Installation and configuration must be finalised
Course Type	Service Supervisor
Note	This course should take place before a cutover. All training will be delivered using our own demo environment. No training will take place on the customers environment before go live
Course Code	English delivery: nm-nr-1uc-lnfde-ser
	Non English delivery: nm-nr-1uc-lnfdl-ser

Course Content

Upon successful completion, delegates will be able to understand:

Luware Nimbus Agent Functionality

- Logging in and out of the Contact Center
- Overview of the Nimbus interface
  - My Overview
  - My sessions
  - Personal dashboard
  - My services
  - User settings
- How to open the Luware Nimbus app
- Change your availability status
- Selecting a Not Available Reason

Luware Nimbus Supervisor functionality

- Listen, Whisper, Barge in: How they work and when to use them
- Change the 'duty status' of an agent
- Overview of Service Configuration
  - Manage service workflows
  - Manage service codes
  - Manage services conversation context

Luware Nimbus Dashboard

- Open/Start dashboard
- Understand dashboard data and statistics
- Create new dashboard using available widgets
- Overview of Web Dashboard
- Accessing dashboard on a Teams Channel

Supervisors will be shown how to monitor agents calls and shown the tools needed to monitor agents

Agent End User Training - Nimbus CC

Voice, Agent Functionality & Dashboards

This 1UC course will demonstrate how to use the features and functionality of Nimbus CC. Users will be able to log in and out of the Contact Center and understand the various features available to them.

Duration	Up to 60 minutes per session
Group Size	Up to 10 people per session
Prerequisite	Installation and configuration must be finalised
Course Type	Service Agent
Note	This course should take place before a cutover. All training will be delivered using our own demo environment. No training will take place on the customers environment before go live
Course Code	English delivery: nm-nr-1uc-nvfde-ser
	Non English delivery: nm-nr-1uc-nvfdl-ser

Course Content

Upon successful completion, delegates will be able to understand:

Luware Nimbus Agent Functionality

- Logging in and out of the Contact Center
- Overview of the Nimbus interface
  - My Overview
  - My sessions
  - Personal dashboard
  - My services
  - User settings
- How to open the Luware Nimbus app
- How to make a call from the Contact Center
- Nimbus assistant

Luware Nimbus Dashboard

- Open/Start dashboard
- Understand dashboard data and statistics
- Create new dashboard using available widgets
- Overview of Web Dashboard

Go-Live Day Training Support

This 1UC course option (based on package purchased) provides live training support to system users on the go-live day.

Duration	Approx.2 hours remote sessions 8 hours remote sessions also available ($)
Group Size	N/A
Prerequisite	No Prerequisite
Course Type	Go Live Support
Note	
Course Code	2 hour English remote delivery: nm-nr-1uc-gols2e-ser
	2 hour Non English remote delivery: nm-nr-1uc-gols2l-ser
	8 hour English remote delivery: nm-nr-1uc-gols8e-ser
	8 hour Non English remote delivery: nm-nr-1uc-gols8l-ser

Course Content

Trainers will be on hand remotely as scheduled to:

- Provide support for agents to ensure confident use during a live situation
- Assist individuals unable to attend previous end user classroom sessions
- Answer any questions during the day
- Help users troubleshoot problems
- Ensure seamless adoption and transition of new technology
- Allow project engineers to concentrate on live day changes/updates rather than answering training questions

Basic Administration

Note: This is not MS Teams or MS365 Admin training. This 1UC course demonstrates how to navigate the Luware admin portal, and where to look in Microsoft Teams and/or MS365 Admin Portal to manage settings for Nimbus CC users and Nimbus CC services. Attendees will learn how to perform basic adds/moves/changes for the *Nimbus Contact Center and its services only* - and basic/required tasks for known services *connected to* the Luware Nimbus CC app in the Teams environment, as needed.

Duration	Up to 120 minutes per session
Group Size	Up to 5 people per session
Prerequisite	Installation and configuration must be finalised
Course Type	Administration
Note	This course should take place after a cutover. All training will be delivered using a combination of our own demo environment & the customers environment through screenshare. The training team will not directly access the customers environment.
Course Code	English delivery: nm-nr-1uc-ccbae-ser
	Non English delivery: nm-nr-1uc-ccbal-ser

Course Content

Upon successful completion, delegates will be able to understand:

Portal dashboard overview

Tenant overview

- Tenant information
- Presence tracking

Contact center settings

- Understand available settings
- Manage Contact Center service tasks
- Manage Opening Hours
- Manage Workflows
- Understand call distribution
- Setting up a call queue
- Add users to the contact center

User settings

- Manage Contact Center users & License
  - Adding Roles to a user
  - Adding skills for an agent
  - Assigning Profiles and Reason Codes
  - User Permissions

Contact Center configuration

- Create and modify workflows
- Understand and apply call distribution methods
- Task priority
- Setting up After Call Work (ACW)
- Setting up Redirect on no answer (RONA)
- Create Skills & Skill categories
- Manage Not Available Reason
- Add/change/remove announcements
- Setup business opening hours
- Setup holidays for services
- Codes (Context)
  - Primary codes
  - Secondary codes

Supervisor Reporting (PowerBi)

This 1UC course demonstrates how to use the reporting features native to Luware Nimbus CC and also how PowerBi can be used to expand on the reporting options available.

Duration	Up to 90 minutes per session
Group Size	Up to 5 people per session
Prerequisite	Installation and configuration must be finalised
Course Type	Administration
Note	This course should take place after a cutover. All training will be delivered using a combination of our own demo environment & the customers environment through screenshare. The training team will not directly access the customers environment.
Course Code	English delivery: nm-nr-1uc-pbie-ser
	Non English delivery: nm-nr-1uc-pbil-ser

Course Content

Upon successful completion, delegates will be able to understand:

Accessing Reporting section

- Through Nimbus app
- Through online portal

PowerBi

- Measurements per flow of Dialogue Intelligence
- Inbound call
- Outbound call
- Hold time
- 'Go To' Report Buttons
- Power Bi Report Filters
- Report Visual Controls - Power Bi
- PowerBi Dashboard
- Service Report
- Caller Report
- Agents/User Report
- Session Report
- Status Overview
- Unified Overview
- Tag & Code Overview
- User states Report

Filtering data

- Filter data options
- Filter by weeks
- Filtering by Agents

Ad-hoc Project Co-Ordination

The 1UC training co-ordination team is dedicated to delivering a premium end user journey through varying levels of changes throughout our client's organizations. We primarily focus on technology change, and therefore our trainer focuses on the on-boarding and adoption of new technologies into everyday work processes.

They aim for well-rounded success by working hand-in-hand with the client's stakeholders to minimize resistance from the end users and address known pain points in order to maximize speedy acceptance and adoption within the organization.

Duration	When booking training separately (rather than packages) if 4 or more sessions are booked a day of project management MUST be included.
Group Size	N/A
Prerequisite	No Prerequisite
Course Type	Project Co-Ordination
Note	
Course Code	nm-nr-1uc-pco-ser

Course Content

Our 'Training Co-ordination and Project Management' team will:

- Work with the end client (and technology partner) to identify any specific user scenarios based on business requirements
- Create a bespoke training plan
- Send out invites for training sessions
- Alter and deliver standard training materials
- Feedback analysis
- Development of FAQ's/top tips based on user feedback

Custom Reports

Power Bi Basic Custom Reports

Power BI is a suite of business analytics tools to analyze data and share insights. Power BI Desktop transforms your company's data into rich visuals for you to monitor your business and get answers quickly with rich dashboards available on every device.

This 1UC course is intended for people who want to use all the capabilities of the Power BI platform to build self-serviced business intelligence solutions

Duration	2 Days
Group Size	Up to 5 people per session
Prerequisite	Customers will need the following application and licence: Power BI Desktop Power Bi Pro License Installation and configuration must be finalised
Course Type	Contact Center Supervisor & IT
Note	This course should take place after a Go Live. English delivery only. All training will be delivered using a combination of our own demo environment & the customers environment through screenshare. The training team will not directly access the customers environment.
Course Code	nm-nr-1uc-pbib-ser

Course Content

Upon successful completion, delegates will be able to understand the following:

Students will learn:

- Luware andPower Bi Integration
- Power BI Desktop Features
- Power BI Concepts and Terms
- Manage Data Visualizations
- Manage DAX formulas
- Publish and Share Power BI Report
- Customize and Share Luware Visualizations (Reports)

Power BI Desktop Introduction

- Get Power BI Desktop
- Overview and Terminology
- Imports
- Visualizations
- Filters and Queries
- Reports
- Power BI Personal Gateway

Data Sources

- Compatible Data Sources
- Get Data and Query Editor
- Direct Query vs Import Data
- Defining Hierarchies based on a single Table
- Set up and Manage Relationships between Tables
- Use Append Queries
- Merge Data Tables

Visualizations

- Creating Visualisations
- Colour Formatting
- Setting Sort Order
- Scatter and Bubble Charts
- Slicers, Timeline Slicers & Sync Slicers
- Cross Filtering and Highlighting
- Visual, Page and Report Level Filters

- Drill Up, Down and Through
- Hierarchies
- Reference / Constant Lines
- Tables, Matrices & Conditional Formatting
- KPI's, Cards and Gauges
- Map Visualizations
- Custom Visuals
- Custom Report Themes
- Grouping and Binning
- Selection Pane and Bookmarks

Querying Data

- Query Editor
- Filters and Delimiters
- Transforms
- Pivot and Group By
- Creating Custom Calculated Columns
- Adding Conditional Columns
- Introduction to Data Analysis Expression (DAX)
- Histograms

Reports and Exports

- Personal vs App Workspaces
- Power BI Service
- Report Elements and Options
- Working with Pages
- Adding Graphics
- Report Level Filters
- Report Themes
- Export Power BI Data to CSV
- Create a Power BI Template

Sharing Content

- Sharing Dashboards with internal and External users
- Sharing content with Office 365 groups
- Creating Power BI Apps
- Consuming Power BI Apps
- Using Publish to Web with Dashboards

Power Automate - Reports Scheduler

Power BI is a suite of business analytics tools to analyze data and share insights. Power BI Desktop transforms your company's data into rich visuals for you to monitor your business and get answers quickly with rich dashboards available on every device.

This course is intended for people who have completed the custom reporting course and want to further their knowledge.

Duration	1 Day
Group Size	Up to 5 people per session
Prerequisite	Must have completed Power Bi Basic Custom Reports course Customers will need the following application and licence: Power BI Desktop Power Bi Pro License Installation and configuration must be finalised
Course Type	Contact Center Supervisor & IT
Note	This course should take place after a Go Live. English delivery only. All training will be delivered using a combination of our own demo environment & the customers environment through screenshare. The training team will not directly access the customers environment.
Course Code	nm-nr-1uc-pars-ser

Course Content

Upon successful completion, delegates will be able to understand the following:

Introduction to MS Power Automate

- What Is Microsoft Power Automate?
- Using Power Automate with SharePoint
- Using Power Automate outside Microsoft 365
- Licensing
- Connectors

Microsoft Power Automate Basics

- Opening MS Power Automate
- Creating from Templates
- Understanding Tools and Navigation
- Creating from Blank
- Connections
- Data Gateways

Using Triggers

- SharePoint List Triggers
- SharePoint Library Triggers
- Outlook Triggers
- OneDrive Triggers
- Social Media Triggers
- Other Triggers

Using Actions

- SharePoint Actions
- Outlook Actions
- Schedule Actions
- Social Media Actions

Power Bi Advanced Custom Reports

Power BI is a suite of business analytics tools to analyze data and share insights. Power BI Desktop transforms your company's data into rich visuals for you to monitor your business and get answers quickly with rich dashboards available on every device.

This course is intended for people who have completed the custom reporting course, and want to further their knowledge.

Duration	1 Day
Group Size	Up to 5 people per session
Prerequisite	Customers will need the following application and licence: Power BI Desktop Power Bi Pro License Installation and configuration must be finalised
Course Type	Contact Center Supervisor & IT
Note	This course should take place after a Go Live. English delivery only. All training will be delivered using a combination of our own demo environment & the customers environment through screenshare. The training team will not directly access the customers environment.
Course Code	nm-nr-1uc-pbia-ser

Course Content

Upon successful completion, delegates will be able to understand the following:

Power BI App

- Supported Platforms
- Creating Dashboards for Mobile devices
- Accessing Reports and Dashboards from Mobile

Data Analysis Expression (DAX)

- Dax Overview
- Dax Data Types and Operators
- Common Dax Functions
- Referencing Other Tables in Dax
- Using Calculate
- Earlier and Earliest

Add-on Services

Training in other languages

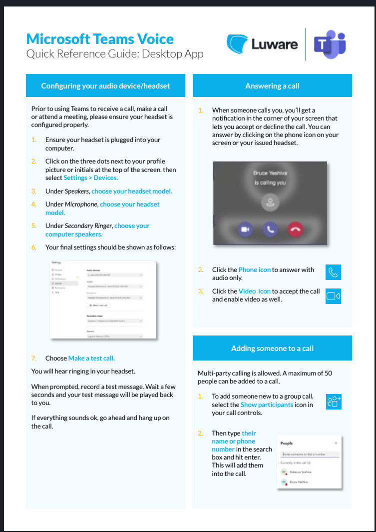
Training can be offered in other languages - including but not limited to:

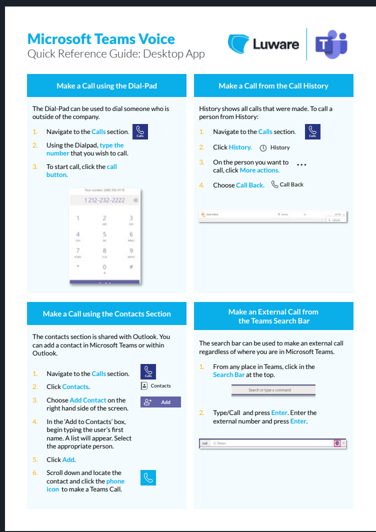
Dutch
German
French
Spanish
Italian
Portuguese
Chinese
Japanese
Arabic
Czech
Slovak
Polish

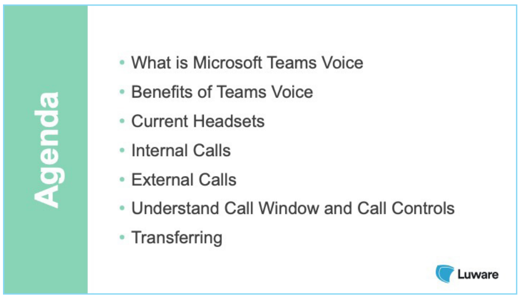
Training Materials

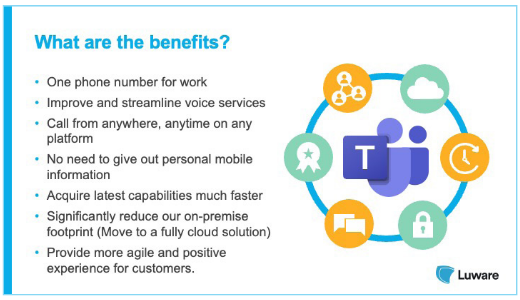
Customized End User manuals can be created by 1UC for both Quick Reference Guides (QRG) and in-depth end user guidance. PowerPoint training presentations can also be created or recorded if requested.

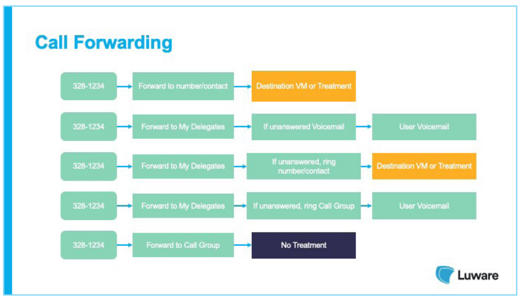
The 1UC training team will work with the client for project scope/ pricing and development of bespoke training collateral with client input throughout the project.











Onsite Training

Full Day Onsite training is available on request ($). Onsite Training costs will be determined by session length and number, for instance onsite training for Agents would require a minimum of 4 one-hour sessions.

And, please note onsite training does not include travel expenses which will also be added to your quote. To discuss the onsite training costs, bespoke session options, and training facility requirements in detail, please contact your Customer Success Manager at **Luware**.

Course Type	Course Code
Travel Expenses	LWCC:EXPEN

Bespoke Training Videos

Tailored training videos can also be created by 1UC to facilitate a blended learning approach - both live and recorded.

Combining online educational materials and opportunities for interaction in recorded instructor-led learning environments ensures the ongoing training needs are covered beyond the initial course delivery.

Each video is bespoke, meaning there is consistent branding throughout, and training scenarios reflect the real-world environment specific to the client.

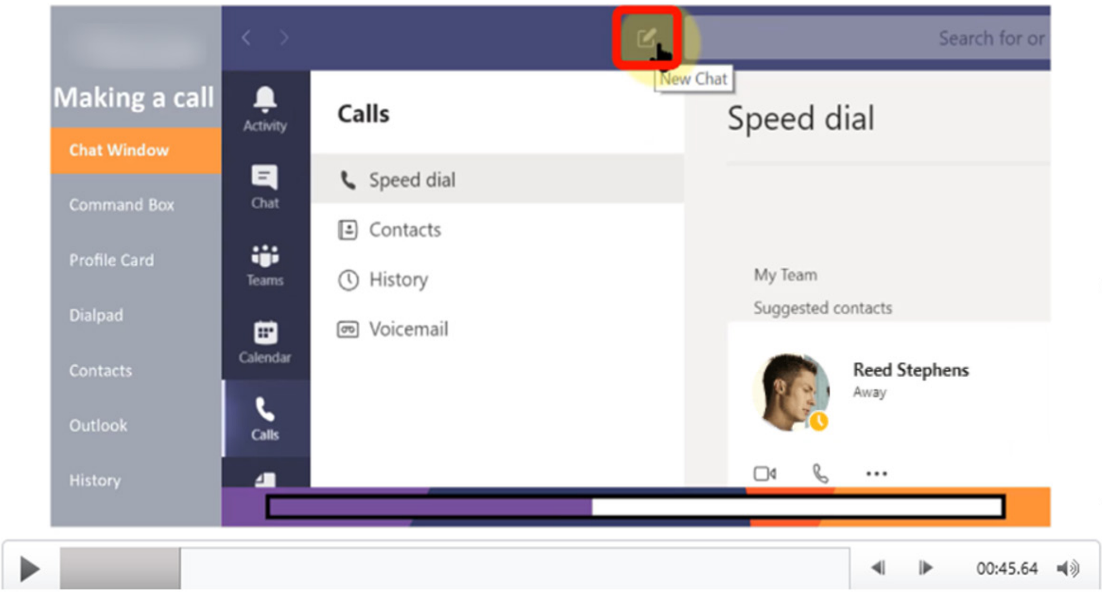
Training videos are concise learning assets that helps to support the intrinsic learning preference to learn by watching and helps create an environment for bite-sized and “micro-learning”, this satisfies multiple learning styles and creates a more relaxing, engaging way to learn, leading to greater retention of information.

Interactive customized tutorials allow you to create and personalize training scenarios for the Microsoft applications and highlight benefits to the end users. Each section ranges in length from around 30 seconds to 2 minutes.

Online tutorials can be used as part of the pre-migration communication to users, as an aide-memoire after user migration and to help users navigate through the features of their new system. Additionally, it can be used for new starters as part of an induction program.

Our experienced adoption consultants have been significantly involved in creating the interactive tutorials. Their working knowledge has been transferred to create an informative and well-designed e-learning tutorial that reflects the best practice in the use of these products.

The final product is delivered as MP4 files. These can be distributed by the company as required, such as the company intranet or SharePoint.



Example mp4 Video Screenshot

Luware

luware.com