



Digital Insight University

Digital Insight University provides training solutions that fully prepare your financial institution to successfully launch and support your products.

Comprehensive programs allow your administrators and frontline staff to gain the knowledge and confidence needed to make the launch and support of your online products a success. Your team will be prepared to recognize and act on sales opportunities, field questions, assist end users and communicate benefits of the online channel.

Digital Insight, 2015 and 11-time recipient of the Conformat Achievement in Customer Excellence (ACE) Award, offers courses in Certification Training for product administrators, Sales Support Training for your staff and Continuing Education topics.

Courses are offered in various formats including online, “virtual” classroom training led by a Digital Insight University trainer, live webinars, on-site training at your financial institution, or online training on demand. Online on-demand training is offered as self-paced, interactive eLearning courses. They typically last 1–2 hours and may be accessed at your convenience.

Financial Institution Benefits

- Heightens end-user adoption.
- Increases employee morale and confidence due to increased knowledge of the solutions they support.
- Lowers support costs due to quicker service resolution response.
- Learn at your convenience with online training.

End User Benefits

- Increased support response time.
- Improved customer service.

Features

Training Options

Digital Insight University offers a variety of training options and formats to fit your needs.

Training Types

- **Certification** – Comprehensive training on product functionality and administration.
- **Sales** – Teaches your front-line staff to cross-sell your online solutions.
- **Continuing Education** – Advanced and refresher training on specific product functionality.
- **Conversion** – Prepares your staff as you change partners.
- **Custom** – We help you determine your training needs, make recommendations and create a custom training agenda to deliver live at your financial institution.

Training Formats

- Live classroom training on-site at your financial institution.
- Online virtual classroom training led by a Digital Insight University trainer.
- Live webinars.
- Self-paced, interactive eLearning courses.

Contact

To learn more, or register for a class:

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Banks and credit unions turn to Digital Insight for innovative online and mobile banking that drives growth. For nearly 20 years, our leading solutions have helped financial institutions engage more meaningfully and more profitably.

