

# SERVICE TRAINING PROGRAMS

## PROVIDING THE KNOWLEDGE AND EXPERTISE TO HELP YOUR BUSINESS SUCCEED

Canon-authorized service and technical support professionals undergo extensive training to develop the skills required to support Canon business imaging products. This in-depth training helps ensure that customers receive a high level of service and support excellence.

### Dealer Partner and Service Provider Training Programs

- Courses covering hardware, software applications, and connectivity are required prior to sales and service authorization.
- Blended learning strategies include on-line training and instructor-led/virtual instructor-led classroom training in each of five Canon Training Centers.
- Various soft-skills training includes customer relationship skills, non-product-specific troubleshooting training, color optimization, networking, and security.

### Canon Association of Technical Service Professionals (ATSP) Program

- Through exhaustive exams that go beyond standard support authorization, the ATSP program certifies that service personnel are prepared to perform at a high level when providing service and support on Canon business imaging products.
- Canon U.S.A. offers its ATSP Program to recognize technicians and dealerships that have achieved ATSP certification.



### Authorized Training Provider (ATP) Program

- Offers Canon Authorized Dealers the ability to deliver custom training programs at their locations.
- Designed to help accelerate service authorization and new-product readiness.

## SERVICE TRAINING



# A Commitment To Customer Service and Support Excellence



Customer Solutions Center, Melville, NY

## Canon U.S.A. Headquarters

Customer Solutions Center  
Melville, NY

## Canon Factory Service and Repair

Parts Refurbishing and Repair  
Newport News, VA

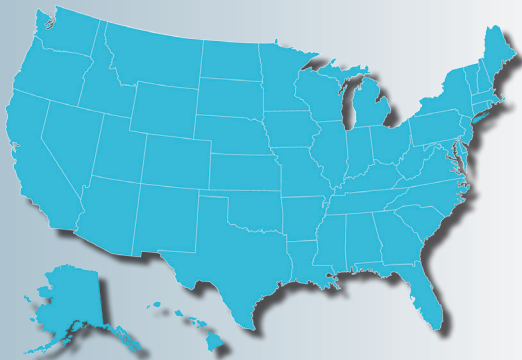
## Canon U.S.A. Regional Offices

Product Showroom, Distribution  
Center, Parts, Training Centers,  
Field Support

- Jamesburg, NJ
- Itasca, IL
- Norcross, GA
- Irving, TX
- Irvine, CA

## Canon Authorized Dealer Locations

Over 500 Authorized Dealerships



**For more information, call 1-800-OK-CANON.**



[USA.CANON.COM/BUSINESSSERVICEANDSUPPORT](http://USA.CANON.COM/BUSINESSSERVICEANDSUPPORT)

# Canon



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