

Free Call Accounting Classroom Training

For all customers on active maintenance!



Take advantage of this great opportunity to sharpen your skills, network with your peers, and learn how to fully maximize the value of your Veramark software.

All Veramark® customers on active maintenance are eligible to attend our two-day Call Accounting training course.

Students enjoy a hands-on learning experience and benefit from open discussions about best practices.

- Free tuition for two-day class
- One seat per Veramark software license
- Training at Veramark's Pittsford NY headquarters
- Travel and living expenses not included

These classes offer a hands-on learning experience and the opportunity to discuss best practices with representatives from a wide range of companies and industries. Students leave with a clearer sense of how they can use their call accounting software to make informed business decisions.

Training is based on the current software release. If you register for the class and do not have the current release, we'll provide you with an upgrade link prior to your class dates.



Course Outline Highlights

Veramark Resources and Customer Support

- About Veramark
- Technical support
- Support resources

About Your Call Accounting Software

- Your configuration (your "About" page)
- Application/network security model
- Menu structure

Configuring Your Software to Reflect Your Organization

- Organization hierarchy
- Your inventory
- Directory management (moves, adds & changes)
- Customizing your software to reflect your business needs
- Establishing and maintaining the organization database

How to Collect & Manage Call Data & Set Up Reports

- Call collection
- Rating
- Reports
- Data Management

Basic Charge Allocation

- Billing Periods
- Charge types and uses
- Creating charge codes and distribution lists
- Assigning charges

Best Practices for System Administration & Maintenance

- Optimizing your application performance
- Basic troubleshooting
- Backup strategies
- Archives in VeraSMART
- Alert rules

For more information and class dates, please visit:
<http://www.veramark.com/Support/Veramark-University/>

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