



Improving Workplace Productivity

Improving Workplace Productivity Training is being held a day prior to the User Group Conference on the **9th February 2010**. It includes 4 sessions with a choice of A or B for each time slot. Please complete a registration form available from Ann Bull training@itvision.com.au and send back with a purchase order to secure your place.

Session 1 – 9:00am to 10:30am

Session 1A ***Budgeting in SynergySoft***

The *Budgeting in SynergySoft* session steps you through reviewing your accounts, creating the budgets in Excel and then uploading into SynergySoft.

Session 1B ***Managing Customer Service***

Using the SynergySoft Customer Services Module helps you to improve your Customer Service whilst meeting regulatory requirements.

Morning Tea – 10:30am to 11:00am

Session 2 – 11:00am to 12:30pm

Session 2A ***Working with Templates***

Improving your use of templates and their management across many areas of SynergySoft will assist productivity whilst fully integrating with the Records Module.

Session 2B ***Getting More Out of Mapping***

How to use SynergySoft Mapping to easily resolve customer and internal enquiries in the areas of Property, Dogs, Building and Town Planning.

Lunch – 12:30pm to 1:30pm

Session 3 – 1:30pm to 3:00pm

Session 3A ***Emailing from SynergySoft***

There are many ways that information can be generated as emails from SynergySoft: Emailing management reports, sending payslips to staff, invoices to debtors, or just to alert colleagues that a certain event has happened (or not happened) so that they can take the appropriate action. This session reviews our full range of emailing functionality.

Session 3B ***Budgeting in SynergySoft***

Budgeting in SynergySoft session steps you through reviewing your accounts, creating the budgets in Excel and then uploading into SynergySoft.

Afternoon Tea – 3:00pm to 3:30pm

Session 4 – 3:30pm to 5:00pm

Session 4A ***Making Workflow Easier***

Showcasing Visio integration, user interface and end user functionality improvements which puts process development in your hands.

Session 4B ***Working with Templates***

Improve your use of templates and their management across various areas of SynergySoft with a focus on their integration into the Records Module.