

THE RELATIONS MANAGEMENT BASIC COURSE INFO PACK



HOW YOU CAN BENEFIT FROM THE NOVTEL SOFTWARE COURSE



IT'S ONLINE

You can complete a Novtel Software course from anywhere in the world, whether you live in South Africa or abroad, reside in a city centre, rural town or remote area. As long as you have access to a computer and the internet, you will be able to complete the training no matter where you are.



IT'S AVAILABLE ON-DEMAND

You can register and start a course on any day of the year and complete the online learning content at your own pace. Only study during times when it suits you best. Depending on your available schedule, complete a course on a full- or part-time basis, within 3-months or less.



IT'S EASY TO FOLLOW

User-friendly learning modules are accessible from our online student portal. Follow each task to complete a module, such as reading a short instructional document, watch the video and taking an interactive self-assessment quiz.



IT'S FULLY SUPPORTED

Whatever your training query, our professional Trainers will assist and guide you via e-mail, telephone or remote access, free of charge, for the duration of your course access period. Friendly support is available in English and Afrikaans during Novtel office hours.



IT OFFERS EMPLOYEES A CERTIFICATE OF COMPETENCE

When issued by us, a Certificate of Competence will confirm the level of competency achieved by an employee in using the Novtel Software product according to Novtel's standards and requirements.



IT ALLOWS FOR A MULTI-REGISTRATION DISCOUNT

If your company wishes to enroll multiple employees simultaneously, you could qualify for a course discount of up to 20% off, prior to purchase*. Upon acceptance of your requested quotation, discount vouchers are issued to each employee and applied during online registration. *Ts & Cs apply

THE NOVTEL RELATIONS BASIC COURSE

This web-based course is highly recommended and suitable for all employees (entry-level to Management) who operate Novtel Relations Management software in their company.

Students will be guided through the various tasks associated with the responsibilities of a typical Daily Operator, of a company in which Novtel Relations Management software is already in use.

ACADEMIC PREREQUISITES

1. Access to a computer/laptop with Windows operating system
 2. Access to the internet
 3. A current e-mail account
 4. A basic level of computer literacy
 5. A good command of English
- (Knowledge of Sage Pastel/Evolution or Bookkeeping is not required.)

THIS COURSE IS SUITABLE FOR:

1. New employees (entry-level to Management) who have no prior knowledge of Novtel Relations Management software
2. Existing employees (entry-level to Management) who have had no formal training in Novtel Relations Management software
3. Novtel System Administrators and Novtel Consulting Agents, as a prerequisite for more advanced software training

THE NOVTEL RELATIONS BASICS COURSE

R3500.00 INCL VAT

SUMMARY

- Beginner to Intermediate
- 3 Months Online Access
- Certificate by Novtel
- Self Paced Learning
- Dedicated Student Support

CONTENT

- 9 Learning Modules
- Downloadable Documents
- Watch Online Videos
- 8 Self-Assessment Quizzes

REGISTRATION

Start the course at any time of the year.

Register online at www.novtel.co.za

HOW IT WORKS

A. REGISTER AND PAY

Each employee will enroll for a course in their individual capacity, online from the Novtel website.

1. To register, a student will visit www.novtel.co.za and navigate to the 'Courses' page.
2. Add the chosen course to your shopping cart; and proceed to 'Checkout'.
3. The student will confirm his personal details and accept Novtel's training terms and conditions.
4. If applicable, enter a Discount Code and click 'Apply/Update' for the discount to first take effect.
5. Click 'Next' to select the preferred method of payment.
6. Continue to make a secure online payment or choose to pay via an EFT/bank transfer within 14 days.
7. Or, select the 'Payment by Sponsor' option to allow a third party (e.g. Employer or other) to receive a copy of the invoice and settle payment on your behalf.

B. COURSE ACTIVATION

Once payment has been verified, your 3-month online course access period will be activated with immediate effect; and will the course content be accessible straight away.

C. COMPLETE THE COURSE CONTENT

Log in to your newly registered Student Zone account from the Novtel website. From here, view all course instructions, modules and tasks to complete in your own time and at a pace that suits your schedule. Within each online Learning Module, the student will typically be required to:

1. Read an instructional PDF document.
(Download, print or save to view the file offline)
2. Watch the video
3. Take an online self-assessment quiz, as many times as you wish.
Pass the quiz to complete the Module.

D. ACHIEVE CERTIFICATION

Write the final online exam in the comfort of your home or office. Upon successful completion, receive an electronic certificate of competency, issued by Novtel.

GENERAL REQUIREMENTS FOR COURSE ENROLLMENT

To participate in this Novtel Software online course, a learner will require:

1. Access to a computer/laptop with Windows operating system
2. Access to the internet
3. A current e-mail account
4. A basic level of computer literacy
5. A good command of English

FREE STUDENT DEMONSTRATION LOGIN

View and navigate your way through the first three online learning modules of the Novtel Relations Management Basic course, by logging in to the free 'Demo Student' profile on our website.

- Visit www.novtel.co.za and select to log in as a Student under the 'Login Zones' menu tab.
- Enter the following Demo Student login details indicated below; and click to 'Sign In'.
- Click on 'My Courses' and select to view the Novtel Relations Management course option.

demostudent@novtel.com

demoPassword100

Forgot your password?

Sign In

Create Account

CONTACT US

Novtel's Training Consultants are here to assist you. Share your questions and feedback with us, today.

E-mail: training@novtel.com
 Tel: 086 166 8835
 Website: www.novtel.co.za

Course Index:

Module 1: The Login and Log Off Procedure

Learn how to log in and out of the Novtel Relations Management system using a secure user password, created especially for you by a Novtel System Administrator.

- ✓ PDF Document : 5 Pages
- ✓ Video : 2:16
- ✓ Quiz : No Quiz

Module 2: Customer, Supplier and Prospect Accounts

Learn how to create Customer, Supplier and Prospect Accounts and linking dedicated statuses per account.

- ✓ PDF Document : 13 Pages
- ✓ Video : 8:26
- ✓ Quiz : 14 Questions

Module 3: Sending an Email and / or SMS

The process of sending an email and/or SMS to a specific Account Holder, and all contact persons linked to the account, is demonstrated in this Module.

- ✓ PDF Document : 16 Pages
- ✓ Video : 8:19
- ✓ Quiz : 10 Questions

Module 4: Logging Phone Entries, Notes and Documents

Per account, the User can save notes on Phone Conversations, other Notes, as well as Documents such as contracts, payments, receipts, etc.

- ✓ PDF Document : 7 Pages
- ✓ Video : 3:03
- ✓ Quiz : 5 Questions

Module 5: Flagging and Un-Flagging an Account

Customer, Supplier and Prospect accounts can be 'flagged' and moved to the top of the list when specific actions are to be taken. When the action that caused the account to be flagged has been taken, the account is unflagged again.

- ✓ PDF Document : 9 Pages
- ✓ Video : 3:28
- ✓ Quiz : 8 Questions

THE NOVTEL RELATIONS BASICS COURSE



The course can be accessed from anywhere in the world



Register at www.novtel.co.za



Download the PDF Course Documents



Watch the online videos at your own pace



Take a short quiz at the end of each video

Module 6: Search and Filtering Options

There are various search methods available to access a single Customer, Supplier or Prospect Account to send an email and/or SMS. Learn how to perform the search and filtering options available.

- ✓ PDF Document : 8 Pages
- ✓ Video : 4:52
- ✓ Quiz : 7 Questions

Module 7: Scheduling Tasks and Setting Reminders

Schedule and manage assigned tasks from the Novtel Relations Management System. Build a complete history of completed and uncompleted tasks per User.

- ✓ PDF Document : 20 Pages
- ✓ Video : 11:12
- ✓ Quiz : 13 Questions

Module 8: Importing Emails from Outlook to Relations

Emails can be sent directly from Novtel Relations Management, and therefore it is also possible to import emails from Outlook to Relations to keep your communication organized per account.

- ✓ PDF Document : 9 Pages
- ✓ Video : 5:45
- ✓ Quiz : 7 Questions

Module 9: The Relations Mobile App

Learn how to access and view existing desktop application information directly from the Novtel Relations Management Mobile App.

- ✓ PDF Document : 13 Pages
- ✓ Video : 7:11
- ✓ Quiz : 10 Questions

The Final Exam: 74 Questions

THE NOVTEL RELATIONS BASICS COURSE



**Complete the course
and write the final
exam within 3 months**



**Obtain your
competency certificate
upon passing the
course successfully**