

ORACLE CRM ON DEMAND TRAIN-THE-TRAINER



A COMPREHENSIVE CRM ON-DEMAND SOLUTION

- Easy to use for high user adoption
- Deploys quickly with no IT investment
- Powerful analytics
- Built-in contact center
- Prebuilt industry solutions
- Embedded marketing, sales, and service best practices

A Train-the-Trainer event can be a highly effective part of a company's overall training program for Oracle CRM On Demand. Let us enable your internal training staff to become subject matter experts in Oracle CRM On Demand.

The Train-the-Trainer Package

Oracle offers a Train-the-Trainer package as part of a company's overall training program for Oracle CRM On Demand. The course is designed to ensure that your corporate training staff is confident and well prepared to deliver training to end users. After completing the Train-the-Trainer program, your trainers are effectively subject matter experts in Oracle CRM On Demand, and will be ready to tackle the challenge of training groups—both small and large—of your application's end users.

Learning to Train in a Comfortable Environment

The Train-the-Trainer audience is typically composed of internal trainers, but can also include subject matter experts or super users who have been identified to train end users. As a best practice, we recommend that qualified trainers attend the event, as they are the best positioned to deliver end-user training. The Train-the-Trainer course is designed for up to five participants. This provides an intimate and comfortable environment in which internal trainers can learn and practice the skills they will need to deliver effective end-user training on Oracle CRM On Demand.

Materials Designed to Support Your Training Needs

In preparation for the Train-the-Trainer event, an experienced Oracle Education Consultant will work with your organization to understand your unique business and to understand how Oracle CRM On Demand has been configured as your business solution. Oracle Education Consultants use this understanding as the foundation for creating a custom curriculum for your organization. This custom curriculum includes the following materials.

Instructor Guide

Designed for your organization's instructors, this manual provides a trainer with business process information and instructions on when and where to perform demonstrations in the application.

Student Guide

A valuable take-away for end users, this manual serves as an ongoing resource for end users to use when they require assistance.

KEY FEATURES

Service Request Management

- Automatic assignment of service requests to the most appropriate individual
- Easy capture and tracking of comprehensive service request information
- Drill-down analysis on service effectiveness, individual performance, and workload balancing

Solution Management

- Real-time, searchable knowledgebase that enables rapid resolution of service requests
- Scoring of solution effectiveness that promotes continual service improvement

Account and Contact Management

- Instant visibility into complete histories, notes, service requests, and opportunities related to each account
- Information sharing of customer service issues across account teams

Asset Management

- Linking of company products and services to customer accounts
- Tracking of part numbers, warranties, and contract information

Calendar and Task Management

- Rapid scheduling of to-do items
- Easy sharing of information, delegation of tasks, and management of complex service issues

Lab Exercises

Your Oracle Education Consultant will create a series of lab exercises that allow participants to reinforce what they have learned from lectures and demonstrations. Lab exercises represent day-in-the-life scenarios that provide participants with the opportunity to learn by doing, thus solidifying the learning process.

Quick Reference Card

This card provides a snapshot of the most important steps end users need, right at their fingertips. This lightweight, highly portable reference card is the ideal solution for just-in-time assistance.

In-Depth Training

The Train-the-Trainer program is delivered on-site, over two days. During the first day of instruction, your Oracle Education Consultant walks trainers through the custom curriculum, effectively providing a daylong demonstration of how to deliver end-user training. Throughout the day, your consultant will weave in principles of adult learning and share best practices for delivering software training to end users.

The second day consists of an independent study period of an assigned module, followed by “teach backs” from each course participant. This highly valuable exercise provides your trainers with the opportunity to practice delivering Oracle CRM On Demand training to an end-user audience while in a relaxed, professional environment.

Training Follow-up with Your Consultant

As a follow-up to the Train-the-Trainer event, your Oracle Education Consultant will schedule a virtual conference with your training team to assess readiness for end-user training. In addition, your consultant will answer any questions you have and provide support as your team prepares to deliver end-user training.

For More Information

To sign up for technical classes, click the Training link in Oracle CRM On Demand or visit Oracle University at education.oracle.com. For custom training offerings including Oracle CRM On Demand Train-the-Trainer, email siebelondemandtraining_ww@oracle.com.

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