



Computing Connections, Inc.
Home of the ACT Guy



Classroom Style Training.

User Training

User training is conducted with the aim of teaching skills necessary to successfully manage contacts records. Skill sets taught include data entry, data manipulation, data lookup, scheduling/completing activities, basic correspondence, sales opportunities and basic report generation.

Intermediate User Training

Designed for users familiar with “the ACT basics,” this class covers group/company design, advanced lookups, creating email and letter templates, opportunity management, activity series design and basic layout/report design.

ACT! Administrator Training

This training is designed for individuals responsible for the ongoing maintenance and support of an ACT! Database. It will equip participants with the ability to solve common software problems. Skills taught include data maintenance, data export/import, synchronization, ACT! design tools and security.

ACT! Automation

ACT! has many tools to automate repetitive tasks. This class will focus on creating, managing and evaluating the effectiveness of automated sales activities. Users will learn how to plan and implement automated processes using mail merge, email mail merge and combinations of both..

Customized ACT! Training

Organizations often prefer to customize training to meet specific employee learning objectives. By selecting specific areas, organizations can customize training. Computing Connections, Inc. incorporates flexible supplementary material that can be adjusted to match the training. Choose from the topics listed on the next page.



ACT! Training Topics

- | | |
|---|---|
| <input type="checkbox"/> Data Entry | <input type="checkbox"/> Creating an Activity Series |
| <input type="checkbox"/> Record Navigation | <input type="checkbox"/> Creating Group Rules |
| <input type="checkbox"/> Understanding the database layout. Contact View, Contact List View, Group View, etc. | <input type="checkbox"/> Creating Letter Templates |
| <input type="checkbox"/> Using the Lookup Features | <input type="checkbox"/> Creating Email Templates |
| <input type="checkbox"/> Understanding Lookups/Queries | <input type="checkbox"/> Creating and Managing Advanced Queries |
| <input type="checkbox"/> Scheduling Activities | <input type="checkbox"/> Importing and Exporting Data |
| <input type="checkbox"/> Completing Completing | <input type="checkbox"/> Using the Replace Feature |
| <input type="checkbox"/> Creating and Managing Groups/Companies | <input type="checkbox"/> Database Maintenance |
| <input type="checkbox"/> Adding Contacts to Groups and Companies | <input type="checkbox"/> Setting ACT! Preferences |
| <input type="checkbox"/> Scheduling Sales Opportunities | <input type="checkbox"/> Customizing ACT! Layouts |
| <input type="checkbox"/> Completing Sales Opportunities | <input type="checkbox"/> Customizing ACT! Reports |
| <input type="checkbox"/> Mail Merge | <input type="checkbox"/> Understand ACT! Table Structure |
| <input type="checkbox"/> Printing ACT! Reports | <input type="checkbox"/> Sending email |
| <input type="checkbox"/> Printing Labels and Envelopes | <input type="checkbox"/> Receiving email |