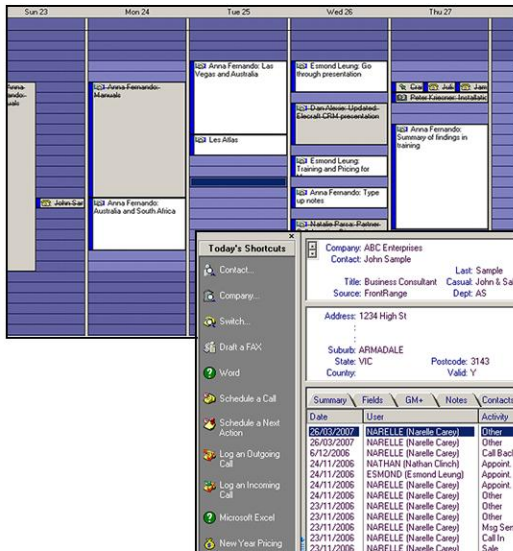


Introduction to GoldMine Training

About the Course



Your Introduction to GoldMine Training Course runs for four hours but we ensure that we move at the pace of the attendees.

You receive a free user-friendly training manual that provides you with a step-by-step guide of the basic functions of GoldMine.

We provide training on several different versions of GoldMine, from version 5.7 and all above.

We run the training on site at your premises and on a copy of your database so you are learning the internal procedures as well as the application.

For booking enquiries please call the FTCS office on 03 9439 7707 or visit http://www.ftcs.com.au/contact_us.htm

Narelle Carey or Esmond Leung will be able to answer any questions that you may have.

What you learn

- What is CRM?
- Taskbars and shortcuts
- Searching for contacts
- Entering a new contact
- Organisation Charts
- Analysing your History data
- The different tabs within GoldMine
- Taking Phone Messages
- Emailing documents from GoldMine
- Sending Internal Email
- Simple Methods of Correspondence
- Sending External Email
- GoldMine's Link to Outlook
- The Link to Word
- Mass Email Merging
- Generating a Mass Mail Merge
- The Calendar
- Scheduling and Completing Activities
- The Peg Board
- Alarms
- The Activity List
- Filters and Groups
- The Opportunity Manager
- Analysis of Your Data
- Reporting
- Creating Customised Word Templates