



DIGITAL SOLUTIONS

SYNERGI LIFE TRAIN THE TRAINERS

Course code: SY-08
Duration: 3 days

Prerequisite:
Synergi Life knowledge is recommended.

DESCRIPTION

Would you like to teach Synergi Life to your colleagues?

Get hands-on exercises and practise on presenting Synergi Life to the other participants.

The course will give you in-depth knowledge and understanding of your company's Synergi Life. The course will enable you to train the basic reporters and case handlers (extensive users) in your organisation.

The following topics are covered:

- A thorough introduction to the structure of Synergi Life
- A thorough study and review of all your case types
- Hands-on experience on how to handle cases and ensure that the correct data are put into the system
- Exercises one on one, two on two
- Understand and mediate the structure of the search engine in Synergi Life
- Tips and advice on how to make a good presentation

LEARNING OBJECTIVES

Make sure you are able to teach your colleagues how to enter the correct data into Synergi Life, and are able to answer challenging questions.

TARGET GROUP

Motivated and dedicated trainers who want to teach basic reporters and case handlers (extensive users) how to use Synergi Life.