

Training

Sawfish Software solutions are intuitive and easy to use, any competent web user will have no trouble in understanding the system. Icons and tool-tips are constantly available in each of the few screens which comprise the dashboard and all the terminology you see will reflect that used in your company.

As part of our commitment to providing a solution that works for you, we offer personalised instructor-led training sessions. These are important to ensure that all users can be getting the most from their system and are up and running as quickly as possible. In some situations online training can be provided in 'train the trainer' scenarios.

We provide three types of training;

Basic User Training Course
Key Users / Supervisors Training Course
Advanced User Training

Basic User Training Course – Half Day

This half-day course is recommended for all users of the system. It will cover all aspects of adding and reviewing information in your system. At the end of this session all users will have a good understanding of:

- The overall system philosophy and your company's aims for the solution,
- System terminology,
- Relevant workflows for your company within the system,
- How to use the search functionality,
- Task management and sales pipeline reviewing.

Key Users / Supervisors Training Course – One Day

This one-day course is recommended for all key users of the system who will be maintaining and developing reports within the system. At the end of this session all users will have a good understanding of:

- Creating standard communications such as emails, letters and quote formats,
- Reporting functionality,
- General administration such as adding new starters,
- Error handling.

Advanced User Training – One Day

This one-day course is recommended for any advanced users of the system who need an in-depth understanding of developing reports from within their Sawfish Software solution. Once you have completed your training our dedicated support team will be on-hand to assist with any training enquiries you may have.

If you have any further questions or require additional explication regarding any of the points raised above, please do not hesitate to contact a member of our team on 0870 1607 555.