

Advanced ACT! Training

Location

Courses can take place in a **location of your choice** and are conducted by a **qualified ACT! trainer**.

Format

Advanced training courses typically last **up to 3-3.5 hours** with a “**learning by doing**” approach.

The trainer starts with a **demonstration** of the software features that are going to be learnt so that trainees gain an understanding of the end result they are aiming for and the steps necessary to get there. After the demonstration, the training is “**hands-on**” to provide trainees with progressive practice in using functions of the software.

Content

- **Advanced Searches**
 - How to Create Keyword Search Lookups, Contact Activity Lookups, and Lookups by Example,
 - How to Create and Use Queries
- **Letters and Mail Merges**
 - How to Write Letters and Emails, Create new Templates, Perform Mail Merges (by letter and email);
- **Documents**
 - How to Add Files to the Documents Tab, Map Fields to Excel
- **Opportunities**
 - How to set up an Opportunity Process, Set up a Product List, Create New Opportunities, View and Update Opportunities, Close an Opportunity, Report on Opportunities.

Prices

Training

- **£300 per course*** plus expenses

Expenses

- **Travel expenses** dependant upon location: petrol @ 40p/mile OR train and taxi fare.
- **Accommodation expenses** for multi-day, distance training.

Expenses will be agreed in advance of the course and be submitted with copies of receipts.

*Special rates can be agreed for multi-day training.

Booking

To book an **Advanced ACT! training course**, please contact:

Vivienne Watts at **Hilltops IT** on +44(0) 844 357 7360 or email support@hilltopsit.co.uk to confirm dates and receive your booking reference. Please then complete, sign and return the Training Booking Form at the end of this document.

Notes

- In order to reduce “background noise” and promote learning, it is strongly recommended that a separate room is used for the training course(s).
- We recommend that a **maximum of two to three people** attend each training course to maximise the benefit each individual will get from the session.
- If requested early enough in advance, the trainer may be able to bring some laptops if PCs can not be made available in the training room.

Terms and Conditions

- The training course price and expense charges included in this document are valid until 30th June 2008 and are subject to VAT at current rates.
- **One full day is the minimum training course booking**, i.e. a minimum of 2 x Advanced Courses, or 1 x Introductory and 1 x Advanced course.
- A **cancellation fee of 50% of the value of the course(s) booked** will be charged if a cancellation is made within 2 weeks of the course dates.

HILLTOPS *it*

Hilltops House, 7 Minnie Close, Halmer End, Stoke on Trent, ST7 8BY

▲ t: +44(0) 844 357 7360 ▲ e: enquiries@hilltopsit.co.uk ▲ w: www.hilltopsit.co.uk ▲



Training Booking Form

Your Company Name:	
Booking Reference:	
Your Company Address:	
Contact Name	
Contact Phone Number:	
Contact Fax Number:	
Contact Email Address:	
Training Location (if different to above)	
ACT! Version:	e.g. ACT! 2007 v9 for Workgroups
Course Name(s):	
Course Date(s)	
Course Fee(s)	

Please list the attendees and tick which training course(s) they will be attending.

Trainee Name(s)	Department	Introductory	Advanced	Administrator

I hereby agree to the course Terms and Conditions:

Name	Position	Signature	Date

Return to: Vivienne Watts, Hilltops IT, Hilltops House, 7 Minnie Close, Halmer End, Stoke-on-Trent, ST7 8BY.



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