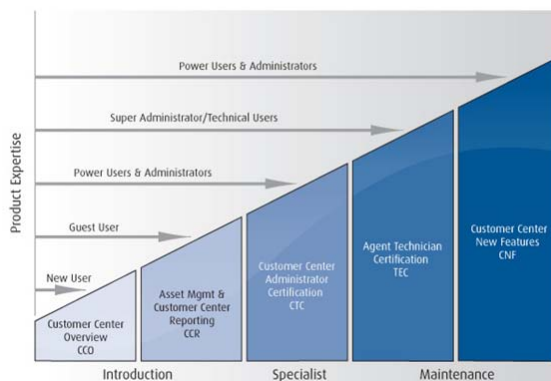


# CompuTrace Learning Program



## Customer Center Overview

**Cost: Complimentary | Maximum attendance: 30 seats**

**Language: English | Instructor-led Online | Self-Paced Learning | SOT-CCO**

This foundation course is designed to provide all Customer Center users with the tools they need to navigate and get started using the Customer Center web portal. See what tools are available and maximize your use of Customer Center. Best practices are highlighted throughout to increase your success. If you are new to Customer Center this course is a must attend.

## Asset Management & Customer Center Reporting

**Cost: One (1) Training Credit | Maximum attendance: 8 seats**

**Language: English | Instructor-led Online | SOT-CCR**

Are you involved in tracking assets within your organization? In this course you learn about Hardware Asset Management (HAM) reports within Customer Center and how they can aid in the ongoing management of your hardware assets. Software Asset Management (SAM) reporting is even more important today than ever before to ensure compliance, usage and inventory management standards. Learn how Customer Center will make it even easier to perform software discoveries and manage software activity inside or outside your network.

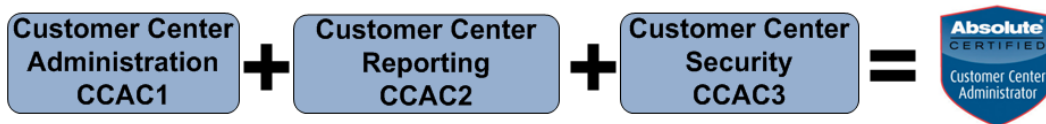
Good asset management protects your organization by recognizing what you have, where it is installed, and any changes made within your environment including overlaps and excess assets for realized efficiency and savings.

# Customer Center Administrator Certification

Cost: One (1) Training Credit | Maximum attendance: 8 seats

Language: English | Instructor-led Online | SOT-CCAC

This course is designed to teach Administrators and Power Users how to configure and use all Customer Center features and tools. Learn how to: configure alerts when specific conditions occur, utilize the various security tools, and review all reports available. Learn what configuration options are available to aid in securing and improving your asset management. **All three (3) courses are required for certification. At time of registration, you MUST select three class times.**



## Customer Center New Feature Overview

Cost: Complimentary | Maximum attendance: 30 seats

Language: English | Instructor-led Online | Self-Paced Learning | SOT-CNF

This advanced course is available to previously Certified Customers. It will provide certified users an overview of newly added, updated features or tools within the Customer Center web portal. Keep your certification current and add even more value to your investment by attending this instructor-led session. Look for Customer Center improvements, releases and new functionality, then, join us to learn how these new tools will better your organization. **Class Pre-Requisite: Certification**



## Agent Technician Certification

Cost: One (1) Training Credit | Maximum attendance: 8 seats

Language: English | Instructor-led Online | SOT-TEC

If you are overseeing or personally implementing any Agent Deployments, to new devices or managing existing licenses in a Windows, Mac and / or Mobile environment, this course is for you. This technical course will discuss and present the agent technologies and how the detected information is collected and made available through Customer Center. Learn what technical considerations are required as agent equipped devices move through their IT lifecycle. We look at what is required from planning, acquisition, deployment, repair and through to retirement.