



## Ad Hoc Training Courses

### DETAILS

We specialise in customised training, after a prior study of the details and deployment of each platform, as well as specific related integrations, creating customised documentation to ensure optimal knowledge transfer.

Certified, software provider recommended training courses can be quite generic and are rarely focused on individual business' needs. That's why, we are often asked by our customers to develop and run more detailed oriented, tailored courses that match their needs.

To achieve that, Re-inventa team has dedicated time to adapt official training programmes for the supported partner products, so as to meet the training needs and requirements of their customers:

- **Flexibility:** using remote or on-site sessions as well as internships, ensures good results with high level of customer satisfaction.
- **Training programmes geared towards the day-to-day operations** of all platform users as well as administrators covering all products.
- **Various training levels** based on users roles.
  - Managers
  - Supervisors and coordinators
  - Agents
  - Reporting and Monitoring
  - Data Analysis and Business Intelligence
  - Processes Definition

Knowledge and people management are key for all organisations.

At Re-inventa we strive to provide the difference that will make you stand out from the competition.

Our know-how in certified training programmes combined with our day-to-day operational experience, allows us to provide specific information for our users to operate their platform in the most optimum and efficient manner possible. Consider reaching out to our experts to create a tailor made training programme for your organisation so that your teams can take full advantage of the available technology.

### MAIN FEATURES

- Knowledge based on real business needs.
- Take full advantage of available resources.
- Improve business processes thanks to user feedback.