



INTRODUCTION TO FIGARO FRONT OFFICE Enquiries 1

About the course

The purpose of this course is to provide an overview of the FIGARO Front Office Enquiries program for either front or middle office personnel. The course is based on everyday scenarios and includes a hands-on element using a Generic FIGARO system. A quick quiz will conclude the course.

Course Objectives

On completing the course, the successful delegate will be able to:

- Sign on and navigate through the FIGARO Front Office screens
- Configure and customise the screens
- Differentiate between Persons and Clients
- Understand the FIGARO ledger system
- Search for, sort and select information
- Copy and paste information into other applications such as MS Word and MS Excel
- Print grids, screenshots and pack prints

Who should attend the course?

- This course is designed for both front and middle office personnel.
- New users would particularly benefit from this course.
- It is also suitable for those experienced users who have learnt on the job and want to fill gaps in their knowledge.
- It gives an overview of the FIGARO Front Office Enquiry program that is a prerequisite for our Advanced Front Office training courses.

Course Prerequisites

- Delegates should have a basic knowledge of MS Windows, Excel and Word.

Course Content

Part 1: Introduction to Front Office Enquiries

- Opening the application
- Explanation of terminology
- Navigation and customisation of the main screens
- Data selection and copying

Part 2: Enquiry screens in detail

- Client Details
- Statement display
- Valuation display
- Record Card list
- Stock Search
- Future Settlements
- Printing grids and client packs
- Quiz

Course Details

- Duration: 2.5 hours
- Course booking reference: **FRONTO42z0**

Course Venues

Courses can be held at our fully equipped training facilities in London (details below) or delivered on your premises

- JHC Plc, Ground Floor West, Cottons Centre, Cottons Lane, London SE1 2QG

Contacting JHC Plc

For information on booking this course please contact our training department:

- Ph. 0207 367 6534
- Email: training@jhc.co.uk

