

FIGARO Desktop

About the course

The purpose of this course is to provide an overview of the FIGARO Desktop 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.

Course Objectives

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

- Navigate the FIGARO Desktop & information panels
- Sort & filter data
- Search/advanced search by name, interests etc.
- Display contacts list and familiarise the use of right click functionality
- Use the right click functionality to show details, create/search emails/documents etc.
- View contact details
- Record phone calls
- Create a FIGARO Action for individuals or team
- Create a letter or document and email/print
- Create an Action
- View an Action

Who should attend the course?

- This course is designed for Users who already possess a basic knowledge of FIGARO Front Office.
- It is suitable for both new users and those experienced users who have learnt on the job and want to fill gaps in their knowledge.

Course Prerequisites

- Delegates should have attended the Front Office Enquiry 1 & 2 & CRM/Workflow & Doc Generation

Course Content

Part 1: Introduction to FIGARO Desktop

- Navigate the FIGARO Desktop & information panels
- Sort & filter data
- Search & Advanced search
- Display contacts list
- Right Click functionality
- View contact details

Part 2: Event Functions

- Record phone calls
- Create a FIGARO Action
- Create a letter or document
- Create an Action
- View an Action

Course Details

- Duration: 2 hours
- Course booking reference: **TBA**

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