



Training Topics

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Introduction

Introduction

This document outlines the generic topics that will be covered during training, separated by department.

Marketing

Introduction

- System access
- Account management

Products

- Products
- Raw materials

Customers

- Customers
- Leads

Transactions

- Sales

Marketing tools

- Contests
- Rewards
- Feedback
- Gifts
- Competition
- Campaigns
- Offers

- Upselling

Content

- Pages
- Posts
- Banners
- Files
- Forms

Communication

- Newsletter
- SMS
- Push Notifications
- Communication Templates
- Communication Log

Other

- Tags
- Data Protection
- Reports

Operations

Introduction

- System access
- Account management

Generic Management

- Locations

In-Store Flow

- Sales
- POS
- Orders monitor
- Dispatch
- Driver Assist
- Gateway
- Workflow

Equipment

- Maintenance

Inventory

- Purchases
- Inventory

Other

- Tickets
- Store Manager Portal
- Commercial Parameters

Supply

Introduction

- System access
- Account management

Inventory

- Vendors
- Purchases
- Inventory

HR

Introduction

- System access
- Account management

Human Resource Management

- Users
- Bank Holidays
- Recruitment
- Labor
- Training
- Employee Portal
- Schedule
- Requests

System Administration

Topics covered

- Administration
- Translations
- Trash
- API
- System Update
- System Settings