

# GoldMine Training Program Options

Statistics show that one of the most critical elements to successful CRM is proper and consistent training. Ticomix offers a unique blend of training options to meet your companies' individual training needs. By leveraging years of experience in implementing, training and consulting of GoldMine-related products, we can provide the results you require. Please review the below GoldMine training options that we have put together and contact us today to take your CRM to the next level.



## GoldMine Public Training:

If your new to GoldMine or looking to enhance your current knowledge, come join one of our public training classes. Each class incorporates content on both old and new features of GoldMine Business Contact Manager & Corporate Edition. Our public training classes will give you the skills and attention you need for improving your GoldMine investment.

### Available Classes:\*

- Introduction
- Intermediate
- Advanced User
- Administrator

\* Contact your Ticomix representative for training dates and availability.

### Features:

- Experienced Certified GoldMine Trainer
- Updated training manuals provided
- Limited class sizes to offer a more personal experience
- Training on new and existing GoldMine features

## Onsite/Online Custom GoldMine Training:

Have more specific training needs? Ticomix can customize a Training curriculum for you based on your own specific requirements. We will work with your team to create a unique training program for your company. Content options are available and contingent on class size, content, and duration. You can save time, money and travel by having Ticomix train your users on your location. In addition, Ticomix can train your users over the web to address remote offices or travel limitations. Custom training is perfect for GoldMine upgrades, new implementation or new process roll-outs.

### Features:

- Training focused on your specific requirements
- Train multiple people at the same time
- Personal attention to answer specific user questions
- Scheduled around your availability and time-frame

## CRM Success Management Training:

Success Management Training takes a different approach to traditional training. It focuses on your specific business objectives to match the right instruction to your processes providing the long term results you need. Ticomix will meet with your management prior to creating the training agenda to determine critical success factors and areas for better enhancement. The agendas will be targeted at focusing on sales and marketing improvement in the user's daily activities. As a follow up, Ticomix will measure the user's understanding of the materials presented to provide on going improvements.

### Features:

- Training focused on your critical success factors
- Review enhancement areas to develop specific agendas
- Personal attention to answer specific user questions