

Customer Center Administration Certification Course Overview

Cost: One (1) Training Credit

Maximum attendees: 8

This course is designed to help Administrators and Power Users configure and use Customer Center. Learn how to: configure notifications when specific conditions occur, utilize the various security tools, and about all the reports available.

Take this course to learn what needs to be configured to help secure and improve your asset management.

Areas of focus:

- Administration - Customer Center account management
- Administration - Asset Management and notifications
- Reports - All
- Geofences (Computrace Complete/ Computrace One only)
- Theft Reporting (Computrace Complete/ Computrace One only)
- Data Management and Security

Agent Deployment Specialist Certification Course Overview

Cost: One (1) Training Credit

Maximum attendees: 8

If you are overseeing or personally implementing an Agent Deployment to new devices or managing existing licenses in a Windows, Mac and/or Mobile environment this course is for you.

The course will discuss and present the agent technologies and how the detected information is collected and made available through Customer Center.

Areas of focus:

- Agent Architecture
- Complete Agent Technology Overview.
- Testing and the CTMWeb tool
- Deployment Management and Activation
- Break Fix and End of Life
- Best Practices

Agent Deployment Specialist Certification

Class		Date	Start Time	Duration
SOT-TEC-012010-E	Day 1	January 20, 2010	9:30 am Eastern	2.5 hours
	Day 2	January 21, 2010	9:30 am Eastern	2.5 hours
SOT-TEC-021710-E	Day 1	February 17, 2010	12:30 pm Eastern	2.5 hours
	Day 2	February 18, 2010	12:30 pm Eastern	2.5 hours
SOT-TEC-033010-E	Day 1	March 30, 2010	9:30 am Eastern	2.5 hours
	Day 2	March 31, 2010	9:30 am Eastern	2.5 hours

Customer Center Administration Certification

(Computrace Complete / Computrace One / Dell Pro CTC)

Class	Date	Start Time	Duration
SOT-CTC-011210-E	Day 1 January 12, 2010 Day 2 January 13, 2010 Day 3 January 14, 2010	12:30 pm Eastern 12:30 pm Eastern 12:30 pm Eastern	2.5 hours 2 hours 2 hours
SOT-CTC-012610-E	Day 1 January 26, 2010 Day 2 January 27, 2010 Day 3 January 28, 2010	9:30 am Eastern 9:30 am Eastern 9:30 am Eastern	2.5 hours 2 hours 2 hours
SOT-CTC-020910-E	Day 1 February 9, 2010 Day 2 February 10, 2010 Day 3 February 11, 2010	12:30 pm Eastern 12:30 pm Eastern 12:30 pm Eastern	2.5 hours 2 hours 2 hours
SOT-CTC-030210-E	Day 1 March 2, 2010 Day 2 March 3, 2010 Day 3 March 4, 2010	9:30 am Eastern 9:30 am Eastern 9:30 am Eastern	2.5 hours 2 hours 2 hours
SOT-CTC-032310-E	Day 1 March 23, 2010 Day 2 March 24, 2010 Day 3 March 25, 2010	12:30 pm Eastern 12:30 pm Eastern 12:30 pm Eastern	2.5 hours 2 hours 2 hours

Customer Center Administration Certification

(Absolute Track / Computrace Data Protection / Dell Pro CDP)

SOT-CDP-010610-E	Day 1 January 6, 2010 Day 2 January 7, 2010	12:30 pm Eastern 12:30 pm Eastern	2.5 hours 3 hours
SOT-CDP-020310-E	Day 1 February 3, 2010 Day 2 February 4, 2010	9:30 am Eastern 9:30 am Eastern	2.5 hours 3 hours
SOT-CDP-031010-E	Day 1 March 10, 2010 Day 2 March 11, 2010	12:30 pm Eastern 12:30 pm Eastern	2.5 hours 3 hours