



## DATA SHEET



### KEY BENEFITS:

#### *Customized*

VeriSign Education Consultants perform a needs analysis to determine what topics, information level, and teaching format will most effectively educate your speedSUITE users.

#### *Flexibility*

Curriculum is designed to accommodate any number of students, and you can choose to use VeriSign staff instructors, train an in-house trainer, or use e-Learning online training.

#### *Save Time and Resources*

Let VeriSign train employees on upgrades and introduce new employees to the system while you focus on your business.

## VeriSign® Education Services

VeriSign offers a variety of educational and training programs to help carriers better understand and more effectively use speedSUITE™, our end-to-end billing and Customer Relationship Management (CRM) system. Training is included with any new implementation or upgrade.

### + Core Curriculum

#### Manager's Overview

The Manager's Overview program is an executive-level review of the front- and back-end operations of the VeriSign® speedSUITE product. It is generally conducted just prior to or just after the kickoff meeting.

#### Inventory

This section discusses inventory functionality including initial inventory load, inventory searching, purchase orders, adjustments, transfers, discounts, and promotions.

#### Point-of-Sale Build

Point-of-sale (POS) topics include logins, location and terminal set-up, cash drawer set-up, credit card maintenance, and reason and media code creation.

#### The Storefront

Storefront topics include logging in, activating service, processing credit card applications, adding a phone or subscriber identity module (SIM), selling and returning inventory, taking payments, printing receipts, and processing basic reports.

#### CARE

The CARE curriculum covers subscriber profile changes, account searching, memos, bill image and bill history, viewing pending changes, minutes credits, special agreements, and adding and refunding deposits.

#### System Operations

This class allows students from Service Bureau clients to understand our data center processes. For those who are not Service Bureau clients, this course provides the foundation for running operations in our system.



Where it all comes together.™



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### Basic Collections

This course is suggested as a refresher for clients that have been in operation for 60–90 days. Topics include typical collections schedule, special agreements, storage of receivables, accounts receivable, collections daily reports, status messages, dunning notices, basic hotline and unhotline, disconnect service, minimum write-off, collections write-offs, credit refund report, payment and adjustment write-offs, restore accounts, monthly collections reports, and miscellaneous collections reports.

### Train-the-Trainer Materials

Clients who prefer to have their trainers trained on the core curriculum may select this option.

**Visit us at [www.Verisign.com](http://www.Verisign.com) for more information.**