CUSTOMER CARE

- Implementation and on-boarding
- Our 360° support overview
- Priority email support
- Training

Happy customers is our core business

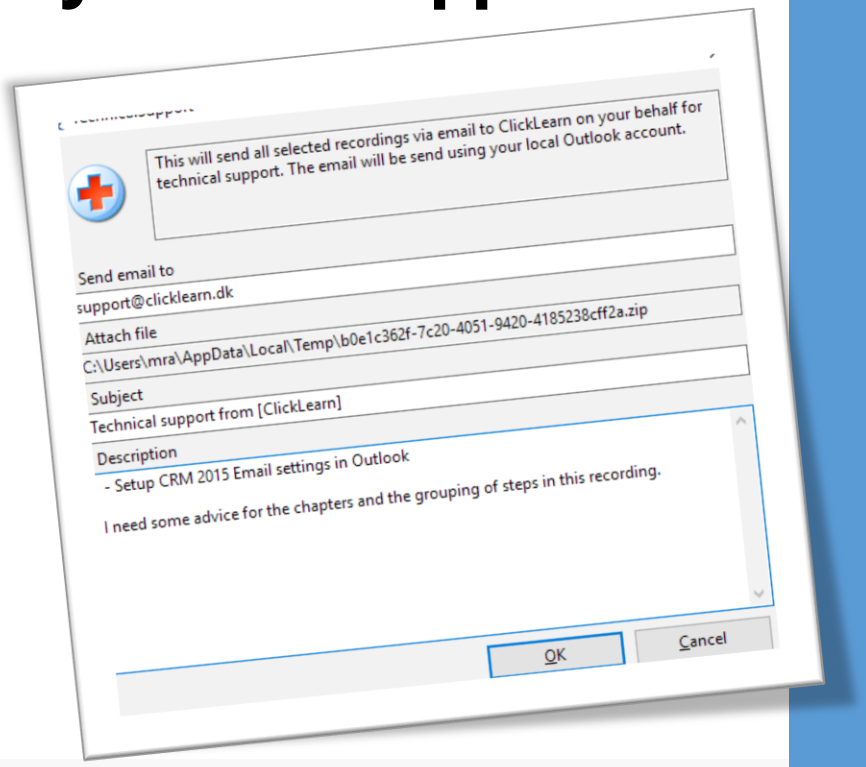
Our customer care services are free for all partners and enterprise customer

- → Webinars that demo functionality
- → Webinars for people with a trial license
- → From On-boarding to mastering courses
- → Priority e-mail support
- → Hands-on online consultancy sessions

Click Learn

360° Free Service

Priority e-mail support



Email support is built in to ClickLearn. Support and consultancy is also available on support@clicklearn.dk

Easy access to support and consulting

Implementing ClickLearn
The next three steps

1

→ We will get you on board in a single two-hour online session
- We will Install and configure ClickLearn on your PC's
- We will train your staff on ClickLearn fundamentals

2

→ One-hour Follow-up training after initial setup
- We will ensure your template customizations are done correctly
- We will follow-up with any questions regarding deployment

3

→ You will be enrolled into our customer experience program at no cost
- You gain access to priority support from within ClickLearn
- You get full and free access to training and feature webinars

No complexity. No infrastructure. No consultancy costs.

Click Learn

On-boarding

Onboarding

- ClickLearn Fundamentals

For other stakeholders and clients

- From zero to e-learning in an hour
- ClickLearn Trial Training
- Installing and deploying ClickLearn

Building competency

- Templating basics
- Producing & publishing content
- Recording best-practices

Globalization

- Multi-language best practices

Built-in Learning analytics

- Using Google Analytics
- Using SharePoint for analytics
- ClickLearn Cloud analytics

Publishing e-learning portals

- Public-facing portals
- SharePoint publishing
- Intranets & file-based servers

Publishing with ClickLearn InsideHelp™

- Using InsideHelp™ for NAV
- Using InsideHelp™ for CRM

ClickLearn Inside IFS Applications

- Publishing role-based portals

Every ClickLearn author is also entitled to free priority e-mail support and online consulting sessions with our customer care team

Learning ClickLearn

Master classes

Mastering the ClickLearn Editor roles	Quality assurance and testing	Mastering the ClickLearn Templating system
Writers role	Process testing with ClickLearn	Maintaining a corporate dictionary
Video role	ClickLearn scripted process tests	Creating new template languages
Assist role	**Learning Analytics**	Creating a custom Assist mascot
Replay & developers role	Creating custom analytics scripts	Creating custom output templates
ClickLearn InsideHelp™ for NAV Developers		
Creating C/AL Test Page code		
Creating C# Performance code		

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Mastering ClickLearn

Take the next step

Take advantage of our *try before you buy* offer, and experience ClickLearn in your own environment.

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www.clicklearn.dk/try