

Stroom end-user training is available to customers either as a remote session via webinar or onsite at the customer location (optional). Your Stroom training session is tailored as much as possible to your needs based on the Stroom package you have purchased. There is some flexibility in the formatting of this training, depending on the size of the company and number of users. For smaller companies, either one or two attendees at a time in a very informal setting, often at a user's desktop is very effective. A classroom setting is also beneficial for groups of four to twelve to get the highest level of participation and one-on-one attention.

Larger company training is designed in a "Train the Trainer" format where the power users or super users attend the training session and they, in turn, share the information and train the remaining users. Depending on the number of super users, this can be done in a classroom setting, or at a desktop. Training materials are provided to the end-users for future reference.

Training Topics

The Stroom end-user training will include a mixture of PowerPoint presentations, demos, question and answer sessions, and a participant practice session based on the feature set the client has purchased. Topics can include any or all of the following:

Fax Training:

- Desktop Faxing** – faxing to and from user's desktops
- Multi-function Device Faxing** – inbound and outbound hardcopy faxing with multi-function devices
- StroomPrint** – Client print driver faxing from application

Alert Training:

- Stroom Alert Basics** – An overview of how to send broadcasts with Stroom Alert
- Fax Alerting** – Step-by-Step guide to sending a fax alert
- Cell Alerting** – Step-by-Step guide to sending a phone alert
- Building and Importing Recipient Lists in Stroom Alert**
- List Manager Basics** – Database list management within the Stroom Alert system.
- Building and Sending Surveys with Stroom Alert** – for phone surveys
- Creating Voice Messages for Alerts** – Illustrates 3 ways to create voice messages
- Homework Hotline** – Recording homework assignments for teacher and parent call-in and retrieval
- Adding and Maintaining Users in Stroom** – for administrators and permissions based users only