

Customer Training Events

Traka introduces new Customer Training, delivered in a dedicated Training Suite.

Customer Training has always been high on the agenda when it comes to providing a quality service. "We always aim to ensure that new customers are fully trained at the time of a system installation," states Martyn Baker, Training and Marketing Development Manager. Usually this training takes place at the customer site, so as many people as need be, can be trained; covering all the unique aspects of each installation as well as the general functionality; in a cost effective way by a highly experienced Traka Customer Account Manager.



Traka are now adding new options to enable existing, as well as new, customers to attend one day training events to be held at a purpose built and dedicated Training Suite at Traka in Olney, North Buckinghamshire.

Centrally and conveniently located just 20 minutes from either J14 or J15 on the M1, Traka is easy to reach with ample free customer parking. Tea, coffee and a buffet lunch is provided for all attendee's.

Because the Traka customer base is diverse across a wide range of business sectors each with their own unique demands, these one day training events have been carefully formulated to meet the needs of Traka users in different market sectors. Intended for individual users to attend on an open enrolment basis; if your organisation wants to send just one or two people, perhaps to be re-skilled in Traka or to replace staff who have now moved on to new roles, these events are ideal to provide quick and easy training. Your delegate(s) will join others from organisations in a similar line of business to ensure we can provide a good focus on your requirements. Obviously these events are not as tailored as having an on-site and totally dedicated training day specifically for your business; these training days do however include enough time for each delegate to discuss his/her own agenda.

Traka offer a series of one day training events. These one day training courses have been carefully formulated to meet the needs of users in different market sectors.

Who is this training for?

Intended for individual users; if your organisation wants to send just one or two people, perhaps to be re-skilled in Traka or to replace staff who have now moved on to new roles, these events are ideal to provide quick, easy and cost effective training.

What pre-requisite knowledge is needed?

None. Training is intended for those with little or no previous knowledge or experience of using a Traka system.

What are the objectives of the training event?

Upon completion of the training the attendee should be able to:-

- Know how to interrogate the cabinet and/or software to see who has a key
- Be able to determine who took or returned keys, and at what time
- Run simple reports to show key usage, user activity and system activity
- Add, delete and modify User and Key profiles in the Traka software
- Perform system back-ups and simple configuration changes
- Undertake simple trouble shooting & liaise with Traka support staff

Course Content

The training is divided in short modules, each varying in length from about 20 minutes up to one hour duration. Content will vary and be adapted slightly to meet the requirements of the varying target market sectors using Traka solutions.

- Traka cabinet overview
- Users / Keys / iFobs – adding, deleting and changing profiles
- System configuration
- System Viewer (including using multiple cabinets)
- Running reports & using filters to obtain specific reports
- System tools and trouble shooting
- Backing up the database
- Using the Help guide

Duration:

One day: 9am start – anticipated finish 4.30pm

There are adequate breaks for tea/coffee and a buffet lunch is included.