

COURSE OUTLINE – (FTT-CI-002)

FINEOS CUSTOMISATION I - FRONT OFFICE DATA MODEL

Overview

An understanding of the FINEOS Data Model is the cornerstone for all customisation of the FINEOS system. This course introduces participants to the FINEOS business entities used for Customer Relationship Management and so includes parties, tasks, contacts, documents and generic cases. The data model diagrams detail these entities and their relationships. This information is then expanded by an examination of how these entities are mapped to relevant database tables.

Objectives

To provide attendees with a high level understanding of the FINEOS data model and how it relates to the GUI application and database.

Who should attend?

Individuals involved in the technical development of the FINEOS Solution

Pre-requisites

Skills:

All attendees should have a basic understanding of data modelling i.e. UML, Database knowledge, Basic SQL.

Courses:




FTB-F-001 – FINEOS GUI Overview – Front Office

FTB-F-002 – FINEOS Configuration Overview – Front Office

Formats & Duration

Delivery	Tutor-Led Practical	Duration	½ Day
Description			
The desired effect for participants on completion of this course is an acquisition of skills i.e. to 'KNOW' how to use a particular area of the FINEOS product. Participants are led through practical exercises relevant to the particular skills area directed and assisted by the tutor.			

For further information, contact FINEOS Training Services:

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