

COURSE OUTLINE – (FTB-C-001)

FINEOS CLAIMS – INTRODUCTION

About This Course

The ***FINEOS Claims – Introduction*** course is designed to present the different FINEOS components at a high level while demonstrating the functionality through pre-configured scenarios on the application

Course Objectives

To provide attendees with an overview of the functionality contained within the FINEOS application. It also exposes attendees to the overall look-and-feel of the application and general navigation on the Front Office GUI.

At the end of this course participants should have a high-level understanding of the following:

- Customer Manager
- Process Manager
- Document Manager
- Case Manager
- Claims Manager

Who Should Attend?

Anyone seeking an overview of the FINEOS application:

- Project Managers
- Marketing Consultants
- Finance
- HR consultants
- Training Consultant

Pre-requisites

N/A

Course Content




Module	Description
Customer Manager	Customer Manager functionality

Process Manager	Process Manager functionality
Document Manager	Case document management Customer document management Task document management
Case Manager	Case Manager functionality

Format & Duration

Delivery	Lecture Style Presentation	Duration	1.5 Days
Description			
Courses in this category take the format of a lecture style presentation i.e. non-practical. They are intended to give participants an overview of a particular capability of the FINEOS product through demonstration rather than participation. The desired effect is for participants to ' SEE ' how a particular part of the product works in order to facilitate communication with colleagues.			

For further information, contact FINEOS Global Training Services:

 TrainingAdmin@FINEOS.com  +353 (0)1 639 9700	 Global Training Services, FINEOS Corporation, Pembroke House, 8-10 Lwr Pembroke St, Dublin 2, Ireland
--	---