

## Reservation, Scheduling, and Billing (RSB) Training

During this one-day course trainees learn all aspects of the Reservation, Scheduling, and Billing (RSB) system including RSBWeb, RSB IVR, and Auto Notification systems.

Typical topics for this course include:

- Managing the Address Book
- Managing Customers and Accounts
- Managing Standard and Standing (repeating) reservations
- Processing Billing
- Setting up RSBWeb and RSB IVR end users
- Using the Auto Notification system
- Setting up On-Demand users

For more information, please call **(412) 373-8110** or contact **[csdtraining@compunetix.com](mailto:csdtraining@compunetix.com)**

### Hours

9 am until 5 pm

*Courses times can be adjusted to fit the customer's typical work day.*

### Attendees

Minimum: 4 people

Maximum: 8 people

### Prerequisites

Must possess a working knowledge of Windows.

### 2008 Training Calendar

January 21

February 11

March 17

April 14

May 12

June 16

July 21

August 18

September 15

October 20

November 10

December 8

#### TRAINING COURSE CONDITIONS

*The course registration deadline for courses being held at the Compunetix training facility is fifteen business days in advance of the scheduled start date of the training course.*

*Compunetix reserves the right to reschedule any training course for which the course registration, at the time of the registration deadline, is less than the course minimum of two students for Maintenance Training courses and four students for the operator training courses. In such an event, the customer will be notified the course has been canceled at least three business days in advance of the scheduled start date of the training course. Should a course be canceled due to lack of participation, the customer will have the option of canceling the course registration purchase order or applying it to the next scheduled training course.*

*If the customer cancels any training course for which they were registered within seven business days of the scheduled start date of the training course, Compunetix will charge the customer 30% of the fee for the course.*