

# AWD TRAINING

## AWD<sup>10</sup> CAPTURE - INBOUND EMAIL

### Course Description

The AWD<sup>10</sup> Capture - Inbound Email training course provides participants with the skills necessary to implement the inbound email solution within AWD<sup>10</sup>.

### Course Content

#### How the Inbound Email Solution Works

#### Configure Inboxes in the AWD<sup>®</sup> Console

#### Configure Batch Processes in the AWD Console

#### Import Processes and Services for Inbound Email

#### Process and Service Tools in Baseline Inbound Email

- Message Start Event
- Associating inbox with process
- Email components
- Email parsing
- Creating sources

### Target Audience

The AWD<sup>10</sup> Capture - Inbound Email course is aimed at Business Analysts, System Administrators, Server Administrators and Developers responsible for building AWD<sup>10</sup> processes.

### Prerequisites

Attendees of this course must have completed either the AWD<sup>10</sup> Admin and Design or the AWD<sup>10</sup> Design Studio training courses.

### Course Duration

½ day

### Delivery Method

Classroom based, instructor-led training with AWD exercises.

### Certification

Attendees will receive a certificate of attendance.

### Costs and Location

Training courses will be held at one of our London training locations, and are priced per person. To arrange training at your offices or to book larger group sizes, please contact us for more information.

Courses	Duration	Audience
<b>BPMN for AWD</b>	1 day	Business Analysts, System Administrators, Developers and Process Owners
<b>AWD<sup>10</sup> Admin and Design Studio</b>	5 days	Business Analysts, System Administrators, Developers and Process Owners
<b>AWD<sup>10</sup> Design Studio</b>	3 days	Business Analysts, System Administrators, Developers and Process Owners
<b>AWD<sup>10</sup> Advanced Design Studio</b>	1 day	Business Analysts, System Administrators and Developers
<b>AWD<sup>10</sup> Customisation Development</b>	2 days	Developers
<b>AWD<sup>10</sup> Capture - Inbound Email</b>	½ day	Business Analysts, System Administrators, Server Administrators and Developers
<b>AWD<sup>10</sup> Case Management</b>	½ day	End Users, Business Analysts
<b>AWD<sup>10</sup> Communications Design</b>	1 day	Business Analysts and System Administrators
<b>AWD<sup>10</sup> Communications Integration</b>	½ day	Business Analysts, Systems Administrators and Process Owners
<b>AWD<sup>10</sup> End User Train-the Trainer</b>	1 day	End User Trainers
<b>AWD<sup>10</sup> Support Analysis</b>	1 day	System Administrators and System Support Analysts
<b>AWD<sup>10</sup> Monitoring</b>	½ day	Team Leaders and Managers
<b>AWD<sup>10</sup> Report Writing</b>	1 day	Business Analysts and Developers

**Note:** Classroom sizes will be kept at a number that ensures the trainees are provided with the required level of assistance during practical sessions.

## About DST

DST Business Process Solutions, a wholly-owned subsidiary of DST Systems, Inc., is a trusted provider of technology-based service solutions to the world's best known insurance, retail and commercial banking, utilities and media communications organisations. AWD, our intelligent business process (BPM) and case management application, is used by over 400 clients to align people, technology and departments to execute effective operations. For over 20 years, our clients have used AWD to reduce cost, improve customer service, ensure compliance and improve overall operational efficiency. There are now over 250,000 AWD users within the DST family of organisations, partners and clients.

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