



AWD TRAINING

AWD¹⁰ CASE MANAGEMENT



Course Description

The AWD¹⁰ Case Management Course provides attendees with the skills to create case templates and to understand the Case Management interface.

Course Content

Benefits of Case Management

Creating Case Templates

Case Management Interface

- Cases View
- Tasks View

Sorting and Searching

Creating Cases and Tasks

Working with Cases and Tasks

Understanding Activity Feeds and Files

Relationship with Standard AWD¹⁰ Interface

Target Audience

The AWD¹⁰ Case Management course is aimed at Business Analysts and End Users responsible for managing unstructured processes.

Prerequisites

Attendees of this course must have an understanding of AWD User Privileges and familiarity with AWD¹⁰ Process Models.

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
BPMN for AWD	1 day	Business Analysts, System Administrators, Developers and Process Owners
AWD¹⁰ Admin and Design Studio	5 days	Business Analysts, System Administrators, Developers and Process Owners
AWD¹⁰ Design Studio	3 days	Business Analysts, System Administrators, Developers and Process Owners
AWD¹⁰ Advanced Design Studio	1 day	Business Analysts, System Administrators and Developers
AWD¹⁰ Customisation Development	2 days	Developers
AWD¹⁰ Capture - Inbound Email	½ day	Business Analysts, System Administrators, Server Administrators and Developers
AWD¹⁰ Case Management	½ day	End Users, Business Analysts
AWD¹⁰ Communications Design	1 day	Business Analysts and System Administrators
AWD¹⁰ Communications Integration	½ day	Business Analysts, Systems Administrators and Process Owners
AWD¹⁰ End User Train-the Trainer	1 day	End User Trainers
AWD¹⁰ Support Analysis	1 day	System Administrators and System Support Analysts
AWD¹⁰ Monitoring	½ day	Team Leaders and Managers
AWD¹⁰ Report Writing	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.

Copyright © DST Process Solutions Limited 2015. All rights reserved. The DST and AWD logos, and product names mentioned in this document are trademarks or registered trademarks, in various jurisdictions, of DST Systems, Inc. or its associated companies. All third party brand and product names are trademarks or registered trademarks of their respective owners. DST Process Solutions Limited (DST) has provided the information in this Product Sheet for general informational purposes only, has a right to alter it at any time, and does not guarantee its timeliness, accuracy or completeness. All obligations of DST with respect to its systems and services are described solely in written agreements between DST and its customers. This document does not constitute any express or implied representation or warranty by DST, or any amendment, interpretation or other modification of any agreement between DST and any party. In no event shall DST or its suppliers be liable for any damages whatsoever including direct, indirect, incidental, consequential, loss of business profits (whether direct or indirect) or special damages, even if DST or its suppliers have been advised of the possibility of such damages.

CONTACT US

Asia

Tel: +852 2581 2880

Australia

Tel: +61 2 9295 9700

Europe

Tel: +44 (0) 20 8412 5000

South Africa

Tel: +27 (0)11 759 4197

USA

Tel: +1 816 843 8200

awd@dstsystems.com

dstsystems.com/awd

