



# AWD TRAINING

## AWD<sup>10</sup> COMMUNICATIONS INTEGRATION



### Course Description

The AWD<sup>10</sup> Communications Integration course provides attendees with the skills required to integrate communications with processes and services. The training presents the concepts for implementing the baseline Communications processes and services, as well as enhancing them to best suit business requirements.

### Course Content

#### Implement Baseline Processes and Services

- Manual Communications
- Automated Communications

#### Modify Baseline Processes and Services

- Manual Communications
- Automated Communications

#### Generate Communications

- Communicator's run time experience

### Target Audience

The AWD<sup>10</sup> Communications Design course is aimed at Business Analysts, System Administrators and Process owners who will be responsible for integrating Communications with AWD<sup>10</sup> Design Studio.

### Prerequisites

Attendees of this course must have attended 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.

Copyright © DST Process Solutions Limited 2016. 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](mailto:awd@dstsystems.com)

[dstsystems.com/awd](http://dstsystems.com/awd)

