

TRAINING CATALOGUE 2021 -

EperformanceINC

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100 Sparks Street, Suite 900 Ottawa, ON K1P 5B

Our company

Eperformance is a solutions and services firm specializing in web-centric applications for electronic service delivery within the public sector. Eperformance assists public sector organizations and associations in the design and deployment of Enterprise solutions that focus on creating business value. Eperformance brings world class software products to an international client base, with experience delivering solutions to organizations in Canada, the United States and Australia.

Training to Empower Your Organization

Our Academy has a mission to Educate and Consult with the public sector, and we have trained thousands. We do this by providing regular complimentary webinars, providing a series of scheduled courses in key fields of expertise and also by providing courses, consultations and studies to help support and advance the way your organization operates today and into the future.



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4 WHY WE ARE DIFFERENT

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5 ALL TRAINING

See all of the courses available or offered by our Training Academy.

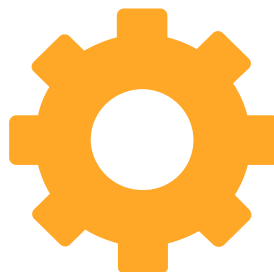
7 CUSTOM TRAINING SERVICES

Our training experts will custom build training solutions to align with your CRM application and your specific training needs.

8 CERTIFICATION

You've done the prep – now it's time to test.
Take a test with Pearson VUE

Why We Are Different



The Eperformance team has trained thousands of clients on a range of solutions. Our methodology is interactive, adapts as implementation timelines allows to improve delivery and ensure your training targets are able to perform independently post training with minimal support needs. Our training aims to build competency and understanding, by targeting key skill and knowledge areas.

A Certified, Experienced Training Team

Our CRM Microsoft Certified Trainers (MCT) know Dynamics CRM and associated Office products inside and out. Each trainer has a broad experience implementing and using Dynamics CRM in the real-world. Our trainers will provide you with the real story on what works and what doesn't. Our advice will maximize the benefits of your training efforts in ways that fit your organization and its solutions most uniquely and effectively.



All Training



Advanced Reporting in Dynamics 365

This course looks at the fundamentals of reporting in Microsoft Dynamics 365. Starting with the available and configurable tools in the system then progressing to the custom Report Builder tool. Students will gain a well-rounded knowledge of the capabilities available for reporting in Microsoft Dynamics 365. Labs, exercises and courseware are all tailored for the public sector domain using a variant of a case management system to handle complaints.

ClickDimensions Advanced

ClickDimensions is a marketing automation solution program that runs along Microsoft Dynamics to help users worldwide achieve more with their marketing. This 2-day course focuses on training on how to use advanced FreeMarker techniques, subscription center, surveys, web forms, landing pages, campaign automation and analytics to facilitate their business needs. This course provides a mix of theory and hands-on labs.

Dashboard and Reporting using Power BI

In this course, students will learn how to connect to, import, and transform data from variety of sources. This one day training is full of hands-on labs, discusses the capabilities of Power BI and best practices that are in line with business and technical requirements for modeling, visualizing, and analyzing data with Power BI.

Introduction to Dynamics 365 for Public Sector

A one-day instructor-led course providing an introduction to Microsoft Dynamics 365. This course places a focus on the application of Dynamics 365 solution for the public sector. It covers key concepts related to applying Dynamics 365. It provides a foundation for other Microsoft Dynamics 365 courses and includes hands-on exercises to complement student learning.

Microsoft Dynamics 365 Customer Service

Microsoft Dynamics 365 for Customer Service offers any organization an opportunity for customer success. Using tools such as automatic case creation and queue management frees up time to dedicate where a greater impact can be made, directly with customers. Students will learn step by step from creating cases, to interacting with customers, to resolving those cases. Once those cases are resolved, students will learn from data analysis the key details to help resolve similar cases faster or avoid new issues altogether.

Microsoft Dynamics 365 Fundamentals

This course provides learners with a broad overview of Dynamics 365 applications. We will introduce you to each of the applications, articulate their business value, and discuss and demo core functionality. We will cover Dynamics 365 security, reporting, and familiarize you with data and product integrations available. Certification Information: This course can help you prepare for the following Microsoft role-based certification exam MB-901: Microsoft Dynamics 365 Fundamentals

All Training



Microsoft Dynamics 365 Marketing

This course will review the marketing application configuration needed to drive business growth. It will also dive into lead management, marketing forms and pages, segmentation, and email marketing messages. All these pieces are tied together through interactive customer journey design, including event and survey configuration.

Power Platform App Maker

This course will teach you how to build apps with low-code techniques to simplify, automate, and transform business tasks and processes using key products of Microsoft Power Platform: Power Apps, Power Automate, Power BI, and Power Virtual Agents.

Microsoft Dynamics 365 Training for Government

This 5-day training combines 3 courses into one to give students a full perspective of Dynamics 365 version 8, how to use its existing features as well as how to use the configurable and customization features of the software. This course provides a mix of theory and hands-on labs. This course is designed for those looking to gain familiarity with Dynamics 365.

Power Platform Functional Consultant

In this course, students will learn to perform discovery, capture requirements, engage subject matter experts and stakeholders, translate requirements, and configure Power Platform solutions and apps. They will supplement their learnings with hands-on labs to create application enhancements, custom user experiences, system integrations, data conversions, custom process automation, and custom visualizations.

Microsoft Power Platform Developer

By leveraging Microsoft Power Platform, organizations can enhance their operations by simplifying, automating and remodeling business tasks and processes. During this training, participants will find out how to develop Power Apps, Automate Flows and extend Power platform to satisfy business requirements and solve challenging business problems.

Custom Training Services



You have either built or are building a new Microsoft Dynamics CRM application, and you need training to support effective change management as you transition to a new solution. Through its Training Academy, Eperformance has become the leading Microsoft Dynamics CRM training services provider in Ottawa. Our training experts will custom build training solutions to align with your CRM application and your specific training needs.

From Grants and Contributions to Microsoft Dynamics, to Power BI, to SQL Reporting, we provide scheduled courses on a variety of topics related to the Microsoft world, the Microsoft Online world and our custom domains of expertise.



Certification



You've done the prep – now it's time to test.

Take a test with Pearson VUE
Visit our Certification Partner's website –
<https://home.pearsonvue.com/>
From there, you can schedule your exam
and learn about your program's policies.

Our Certification Partner:



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