

# Elastic Path Business User Training

## For optimizing and getting the most out of the Commerce Manager Client

Our three-day business user training is designed to assist your business and customer service teams in mastering the Commerce Manager client. This role based system user training works through the core activities in the Elastic Path Commerce Manager focusing on the specific activities used by your organization.

### Why should your team sign up for training?

#### **Training by experienced Business Analysts**

Our instructors have extensive experience in diverse market sectors utilizing the power and flexibility of the Elastic Path platform and Commerce Manager, and can directly share their expertise in applying our solution in multiple ecommerce industries.

#### **Customized lesson plans**

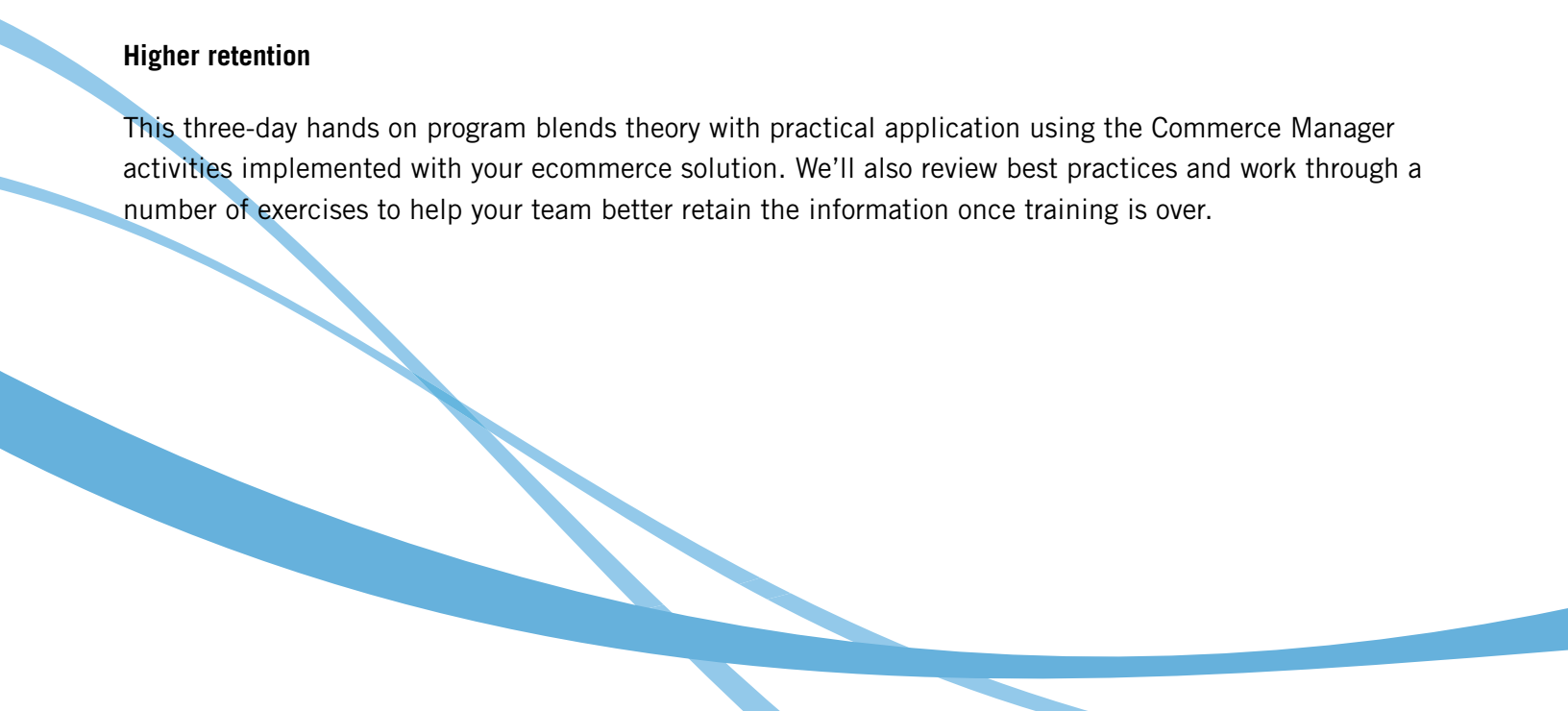
Just as your ecommerce requirements are unique, so are your training needs. We can tailor the topics depending on how your organization is utilizing Commerce Manager. The training content will be developed according to your organization's specific needs, setup, and implementation.

#### **Convenience**

You can come to us or we can come to you. Your training options are as flexible as our platform. We offer training facilities at Elastic Path offices in Vancouver, Canada or Reading, UK. We can also deliver to your team onsite at your location.

#### **Higher retention**

This three-day hands on program blends theory with practical application using the Commerce Manager activities implemented with your ecommerce solution. We'll also review best practices and work through a number of exercises to help your team better retain the information once training is over.



### **What does the training cover?**

- Catalog Management - manage different catalogs, virtual catalogs, products, and SKUs.
- Marketing Activities - create and administer promotions and dynamic content.
- Shipping and Receiving - review fulfillment and shipping workflow.
- Customer Service - explore customer accounts, order management, returns, exchanges and all primary CSR tasks.
- Reporting - delve into the reporting functionality.
- System Administration - review the settings framework (for IT administrators and project managers)
- Ecommerce Configuration - learn to set up your online store from the Commerce Manager

### **Contact us today**

Have more questions? Need to schedule developer training? Email [support@elasticpath.com](mailto:support@elasticpath.com) for more information.

