

# Pastel Evolution Training

## [ Pastel Evolution - Contact Management Module ]

This comprehensive training course covers the Pastel Evolution Contact Management add-on module.

### [ Entrance Requirements ]

Learners need to meet the following prerequisites before attending this course:

1. Bookkeeping NQF Level 3 qualification or Standard 8/Grade 10 Bookkeeping
2. Computer Literacy at NQF Level 3 or Standard 8/Grade 10 Computer Literacy
3. Mathematical Literacy or Standard 8/Grade 10 Mathematics
4. Pastel Evolution Practitioner Course (Module 1)
5. Pastel Evolution Installation Technician Course (Module 2)

If you are not yet competent in the required prerequisites, you must first complete the relevant courses before enrolling for this course. It is essential that the course prerequisites are met so as to avoid being asked to leave and the course fees being forfeited.

### [ Target Learners ]

If you want to better manage the interaction between customers, potential customers, suppliers and employees, this course is for you.

### [ Training ]

This is a one day (6 hour) course.

### [ Delivery Methods ]

The delivery methods include:

- Self study
- Facilitated workshops

### [ Assessments ]

The assessment forms part of the course and will take place on the day of training. If you wish to write the assessment on a different day, the following conditions will apply:

- The assessment must be written within 30 days of attending the course
- An additional assessment fee will be charged
- You will need to make arrangements with an Authorised Training Centre to allocate time for the assessment

### [ Course Outline ]

The Contact Management course focuses on how to manage your internal contacts and communications by creating and using incidents, workflows, escalation hierarchies and time allocations to tasks. We will highlight the benefits and demonstrate why this is a great employee and business performance management tool.

## [ Book Pastel Training online ]

To book online please ensure that you have your ID number, Pastel serial number and customer/pin number ready. If you are not currently a Pastel user, all you need is your ID number.

### Step 1

Visit [www.pastel.co.za](http://www.pastel.co.za) and select the **Book Training** button on the homepage. Select "**Search for Training Event**".

### Step 2

You will be prompted to select an **event type** or course. Select the event you want to attend from the drop down menu.

### Step 3

Select the **area** in which you would like to attend training, and then select the **Search** button. A list of possible dates and venues will display.

### Step 4

Select the **area and date combination** that is most convenient for you to attend training. A brief overview of the course with confirmation of price, availability and the venue will then be shown prior to you actually booking. You may now elect to book or to go back and select another event or a different venue.

### Step 5

If you are happy with your event, area and date, go to the **Book for event** box at the bottom of the page. Enter your ID number, Pastel serial number and customer/pin number.

### Step 6

You are now required to enter your **personal details**, including your reasons for attending the course and any food requirements you may have. On completion of this section you must submit your provisional booking. A pro-forma invoice will be generated, giving you a unique TRA booking number.

### Step 7

You have 2 days in which to **make payment** for this course and to send the proof of payment to Pastel. Fax numbers for our branches are as follows: Johannesburg +27 11 304 3671; Cape Town +27 21 680 9090; Durban +27 31 537 7101. When sending through your proof of payment, please quote your **unique TRA booking number**.

### Step 8

Once payment has been confirmed, you will receive your course confirmation and a map to the selected training event. Should you wish to confirm your booking later, please return to [www.pastel.co.za](http://www.pastel.co.za), select the **Book Training** option and then select the **Confirm Booking/Event** button. By entering either your ID number OR unique TRA Number you will be able to verify the details of your booked event, the status of your payment, view your invoice and reprint your map.

## [ Contact the Pastel Training Team ]

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