

DOING BUSINESS WITH INFACIT EDUCATION

IN BRIEF

- Technical and Functional Education
- Change Management and eLearning
- Siebel Enterprise and Siebel CRM On Demand
- English, French, Spanish, German, Arabic, Turkish, Portuguese, Italian

InFact Group provides high quality technical, implementation and functional education services to the Oracle Siebel and Siebel CRM On Demand community since 2000.

Making Requests for Availability and Bookings

If you need to make a booking of a trainer, confirm or cancel a course, or you need to ask our availability, please use one of the region specific aliases below. If you are sending a confirmation or a Purchase Order, please use these aliases as well.

- educ_emea@infactgroup.com (Europe, Middle East, Africa)
- educ_apac@infactgroup.com (Asia, Australasia, Pacific)
- educ_americas@infactgroup.com (North and South Americas)

Business Problem

InFact Group is one of only a small number of organizations conducting training on behalf of Software Editors in Europe, Asia Pacific and North America. The technical training program, considered to be the minimum training for any technical team, is delivered all over the world in both fixed locations and on customer site, depending on the infrastructure available. To date, we have delivered the training in 23 countries around the globe.

In addition to delivering standard training, InFact Group has designed and delivered specific education (both End User and Technical) modules, with support materials, on platforms such as Siebel, Actuate, Business Objects, SQL Server and more. Our Change Management team can assist you in developing communication and education programs to optimize the success of your project.

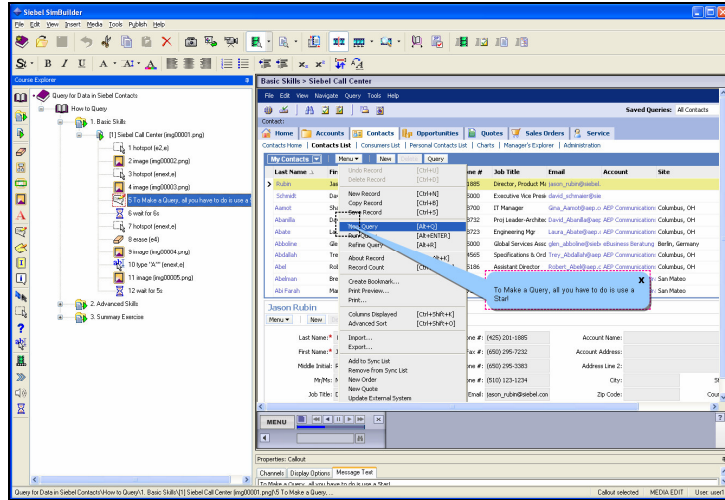
InFact uses tools like Adobe Captivate to create and deliver free-standing interactive demonstrations that can serve to replace traditional training in remote locations. Again, data can be retrieved from these modules to Learning Management Systems. InFact can also propose customized questionnaire creation which enables customers to deliver targeted questions and correctly analyze the responses.

These documents are either made available in paper format or SCORM compliant data for import and analysis into your Learning Management System.



**EDUCATION SERVICES
INFACOT GROUP**

InFact Group is a leading CRM integrator and specialist in the deployment of hosted and on premise CRM.



InFact also promotes Oracle Siebel CRM project success with Oracle SimBuilder, the multi-format eLearning, and iHelp and documentation tool designed to accelerate the delivery of learning materials and to maximize the success of roll-out. This platform allows the generation of customer specific iHelp directly from the SimBuilder Tool, as well as Classroom document and electronic delivery to ensure that the Help System of your application actually helps!

Maporama Integration Questionnaire

This test will enable you assess if you have understood the Maporama integration provided in your application, and the best ways to get the most out of it.

Maporama is a tool to provide geographic data for your CRM application. It can analyse customer <1>and propose the best <2>for your salespeople. In addition further analysis can be performed in the <3> module

1 types

2 route map

3 Encl

Question 1 of 1

Contact Information

To learn more about our services, contact InFact Group contact@infactgroup.com or go directly to our website <http://www.infactgroup.com> .

