

# INTRODUCTION

## Welcome

We know training is a vital component of retaining the value of your Microsoft® Business Solutions investment. Our quality training from industry experts keeps you up-to-date on your solution and helps you develop the skills necessary for fully maximizing the value of your solution. Whether you choose Online Training, Classroom Training, or Training Materials, there's a type of training to meet everyone's needs. Choose the training type that best suits you so you can stay ahead of the competition.

### Online Training

Online Training delivers convenient, in-depth training to you in the comfort of your own home or office. Online training provides immediate access to training 24 hours a day. It's perfect for the customer who doesn't have the time or budget to travel. Our newest online training option, eCourses, combine the efficiency of online training with the in-depth product coverage of classroom training, with at least two weeks to complete each course.

### Classroom Training

Classroom Training provides serious, in-depth learning through hands-on interaction. From demonstrations to presentations to classroom activities, you'll receive hands-on experience with instruction from our certified staff of experts. Regularly scheduled throughout North America, you can be sure you'll find a class convenient for you.

### Training Materials

Training Materials enable you to learn at your own pace, on your own time with information-packed training manuals. Our wide variety of training manuals feature an abundance of tips, tricks, and insights you can refer to again and again:

**Microsoft Business Solutions Courseware:** The Microsoft Business Solutions Courseware are very detailed training manuals, designed from a training perspective. These manuals include advanced topics as well as training objectives, exercises, interactions, and quizzes.

Look for a complete list of manuals available for purchase on the Microsoft Business Solutions website: [www.microsoft.com/BusinessSolutions](http://www.microsoft.com/BusinessSolutions).

# Microsoft Business Solutions Courseware Contents

### Test Your Skills

Within the Microsoft Business Solutions Training Courseware you will find a variety of different exercises. These exercises are offered in three levels to accommodate the variety of knowledge and expertise of each student.

### Challenge Yourself! (Level 3)

Challenge yourself! (Level 3) exercises are the most challenging. These exercises are designed for the experienced student who requires little instruction to complete the required task.

### Need a Little Help? (Level 2)

Need a little help? (Level 2) exercises are designed to challenge students, while providing some assistance. These exercises do not provide step-by-step instructions, however, do provide the user with helpful hints and more information to complete the exercise.

### Step-by-Step (Level 1)

Step by step (Level 1) exercises are geared towards brand new users who require detailed instructions and explanations to complete the exercise. Step by step (Level 1) exercises will guide the user through the task, step-by-step, including navigation.

### Quick Interaction: Lessons Learned

At the end of each chapter within the Microsoft Business Solutions Training Courseware, you will find a Quick Interaction: Lessons Learned page. This interaction is designed to provide the student with a moment to reflect on the material they have learned. By outlining three key points from the chapter, the student is maximizing knowledge retention, and providing themselves with an excellent resource for reviewing key points after class.

## Student Objectives

What do you hope to learn by participating in this course?

List three main objectives below.

1.

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2.

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3.

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