

## QTRAK CORRESPONDENCE MANAGEMENT COURSES

### INTRODUCTION

#### TR01 – QTRAK Correspondence management course for users

This course covers the basics of using QTRAK for Correspondence Management. This includes: generating incoming and outgoing correspondence; maintaining the address book; understanding and using links; assigning and management of actions; using electronic filing; searching for correspondence, managing responses to correspondence, generating reports, basic administration and general housekeeping.

**Duration:** 01 day

#### TR02 – QTRAK Correspondence management course for project administrators









This course is designed for those who will be administrating QTRAK for Correspondence Management. This includes: Installation and Registration, Project Creation & configuration, working with the Address Book, working with configuration tables, defining security and mail access, defining work flow and mail rules, customizations, general Project Administration and housekeeping

**Duration:** 1/2 day

### BENEFITS

Capabilities	Benefits
<ul style="list-style-type: none"> <li>Generate and send all outgoing project correspondence by email, fax or hardcopy.</li> </ul>	<ul style="list-style-type: none"> <li>Increased productivity for all staff in creating project correspondence.</li> </ul>
<ul style="list-style-type: none"> <li>Manage incoming correspondence including emails.</li> </ul>	<ul style="list-style-type: none"> <li>Reduced risk of key project information not being registered.</li> </ul>
<ul style="list-style-type: none"> <li>Use company templates for outgoing mail including Requests for Information and any other mail type.</li> </ul>	<ul style="list-style-type: none"> <li>Standardize the way information is managed on all your projects.</li> </ul>



	Manage the cross referencing and filing of project correspondence.		Reduce risk of correspondence getting lost or going astray.
	Find information quickly and easily throughout the life of a project.		Improved management of claims and issues with information readily available.
	Expedite responses to both incoming and outgoing mail via <a href="#">QTRAK Alerts</a> .		Reduce turned around times for time sensitive communications such as RFI's.
	Manage actions in relation to project correspondence.		Eliminate the paperwork shuffle.

