CT101-Control Tower – Product Overview Training

Overview

▸ This course provides a Product overview focus on the Features, Capabilities of the Various Configurations, Standard Operational Model and interface capabilities of the **Control Tower (CT)** system which will help the participants to understand the product on a broader manner.

▸ At the conclusion of the training, participants will gain an understanding of the system capabilities, business configurations and operations that can be accomplished by using Control Tower business flow for their day to day business operations.

Objective

▸ Topics covered in this training include Party Management, Dynamic Screen Work flow Management, To-Do-List Customization, Process Management, Track & Trace, Event Management, Alert Mechanism, Document Management, Criteria Setup, EDI Agreement Configuration, of the system.

▸ Instruction will be provided in a demonstration mode using the client's Staging environment or a similarly configured training environment. Participants will be able to work on this environment after completing the additional training on the respective operational modules along with defined exercises in each area of instruction.

Suggested Attendees

▸ All designated administrators and / or super users who will be responsible to manage and operate the system and users of the application who are the designated system administrator and/or super users for their organization. Implementation project leaders and integration managers may also benefit from this course. Super users who will support a particular operational function within the business that are also responsible for end user training would benefit from this course to get a broad view of the entire System.

Prerequisites

▸ Knowledge of freight business functions.

Duration

▸ The standard agenda for this Product Overview Training is for One day.

Disclaimer

▸ This training session will not provide any hands-on practice or talks about customer specific scenarios to the users to become expert on the operational flows.

Agenda

Day and Hours	Topics Covered
9:00 a.m. – 5:00 p.m.	**Introductions, Review Objectives & Agenda**
	Product Big Picture Overview
	Track and Trace
	Public Customer Track & Trace
	Named Customer Track & Trace
	Milestone Visibility
	Document Visibility
	Track & Trace Search Template
	Break
	Workflow Process Management
	Various Process handling through different responsible Parties
	Dash Board (To-Do-List) Management
	Automated Process Handling based on Event/Milestone
	Party Management
	Company Handling
	Party Relation Management (Role Assignment)
	Criteria Setup/Assignment
	User Management
	Party Assignment
	Lunch
	Workflow Configuration
	Process Configuration
	Dynamic Screen Configuration
	Workflow Configuration
	Responses & Event Assignment to Process
	Event Management
	Milestone/Event Setup
	Specific Event Profile Setup/Configuration
	Alert Layout Setup and Profile Setup/Configuration

User Defined Report (UDR)
Report Format
Custom Report
Schedule Report
Configuration Management
Track & Trace Criteria Setup
Access Permissions Configuration
Interface Configurations (FTP & EDI Agreement)
Standard Master Data Management
Exception Management
Error Reporting Mechanism
Recap
Q&A/Clarifications