

# CT301-Control Tower - Basic Administration Training

## Overview

- ▶ This course provides a setup and configuration training on the **Control Tower (CT)** system which will help the participants to understand various Master Data Setup and Configurations essentially used for the operations.
- ▶ At the conclusion of the training, participants will have an understanding of the system setup and configurations which would help to understand and maintain the basic configurations and master data as a responsible administrator and/or superuser.

## Objective

- ▶ Topics covered in this training include basic setup and configurations of the Control Tower system which require for a Basic Implementation. The participants in this training will follow a thorough walkthrough of the Control Tower application that incorporates a combination of PowerPoint presentations and live system demonstrations of the basic Setup and Configurations.
- ▶ This workshop takes about 2 days and it is intended to expose the participants to the application. Also at the end of the training, users should be able to explore out of the box configurations on their own and to perform basic administrative functions of
  - ▶ Party Management including Company Relations
  - ▶ User Management
  - ▶ Managing Workflow
  - ▶ Milestone/Event Configuration
  - ▶ Alert/Notification Configuration & Setup
  - ▶ To-Do-List Maintenance
  - ▶ Track & Trace Configuration Setup

## Suggested Attendees

- ▶ All designated administrative and/or super users who will be responsible to manage and operate the system and users of the application who is the designated system administrator and/or super users for their organization. Implementation project leaders and integration managers may also benefit from this course.

## Prerequisites

- ▶ Knowledge of their company's business process & functions.
- ▶ Attended CT101-Control Tower Product Overview Training.

## Duration

- ▶ The standard agenda for this Basic Administration Training is for Three (3) days.

## Disclaimer

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

## Agenda

Day and Hours	Topics Covered
<b>Day 1</b> 9:00 a.m. – 5:00 p.m.	<b>Introductions, Review Objectives &amp; Agenda</b>
	<b>Party Management</b>
	Company Handling
	Document Setup
	Party Relationship Management
	Criteria Setup/Assignment (Criteria Assignment & Track & Trace Criteria Setup)
	User Management
	<b>Event/Milestone Management</b>
	Event/Milestone Setup/Configuration
	<b>Workflow Management (Basic)</b>
	Process Setup/Configuration
	Workflow Setup/Configuration

	Response Action Setup/Configuration
	Event/Milestone Assignment to Workflow Process
	<b>Selection Profile Setup/Configuration</b>
	Selection Profile for Workflow
	<b>Recap</b>

Day and Hours	Topics Covered
<b>Day 2</b> 9:00 a.m.–5:00 p.m.	<b>To-Do-List/Dashboard Setup</b>
	To-Do-List Configuration
	<b>Criteria Setup</b>
	Track & Trace Criteria Setup (Public & Named User)
	<b>Alert/Notification Mechanism Configuration (Basic)</b>
	Alert Layout Setup/Configuration
	Alert Profile Configuration
	<b>Track &amp; Trace</b>
	Track & Trace Column Format Design
	Track & Trace Search Template
	Track & Trace Criteria View
	<b>Exception Management</b>
	Error Reporting Mechanism
	Notification Copy Alert Receipt Setup
	<b>Reports (User Defined Reports - UDR)</b>
	Report Formats Designing
	Custom Format – Report Criteria Assignment
	Scheduled Reports
	<b>End to End Operational Demonstration Based on a Predefined Workflow Setup</b>
	Transport Order/Booking Creation
Track & Trace with Complete Visibility	
Alert/Notification Trigger	
<b>Recap</b>	
<b>Action Items</b>	