



# Advanced VeraSMART 9.x Classroom Training

## Creating Workflows with the Business Process Editor

*Course topics include:*

- Creating systems of accountability and maximum productivity
- What are the challenges?
- Defining a Process Workflow
- Identifying actions, contacts, status and priorities
- Crafting rules to streamline process workflow
- Work Distribution – Tickets
- Using Ticket views to manage work
- Reporting to better understand resource utilization and performance.

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