syncron

Learning Paths
Service Fulfillment

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1. Overview

Syncron Learning operates with a digital first philosophy. Our learning programs provide an unparalleled learning experience that combines the flexibility of online education with the depth of a traditional classroom environment.

Our unique Learning Paths, anchored in real-world business cases, offer a dynamic and holistic learning experience. As users progress through the courses, they do more than accumulate knowledge; they build a foundation of practical expertise. With each module, they leverage their prior experience to tackle increasingly complex challenges, ensuring a seamless transition from theory to application. This iterative approach not only fosters a deeper understanding but also empowers learners to synthesize their learning and apply it effectively to solve the next set of problems they encounter. In essence, our Learning Paths cultivate an educational journey that's as enriching as it is progressive, enabling users to master skills and make informed decisions with confidence.

Each of our courses includes an assessment at the end. Course completions are subject to the users passing these assessments. Each learning path includes a comprehensive exam at the end. Completion of these exams leads to earning micro-certificates

2. Offerings

We offer the following learning programs for the Service Fulfillment portfolio of products:

1. Learning Path: Syncron Warranty
2. Learning Path: Syncron Service
3. Learning Path: Syncron Service Knowledge
4. Learning Path: Syncron Parts Catalog

3. Learning Path: Syncron Warranty

This Learning Path is for the Syncron Warranty solution, a collection of integrated applications designed to connect and enhance the end-to-end warranty lifecycle.

The courses in this learning path include general knowledge content as well as a collection of specific Smart Blox courses appropriate for users, managers, and administrators of Syncron Warranty applications. After completing this Learning Path, users will have a well-rounded knowledge of concepts, applications, and specific tasks associated with the Warranty solution.

The learning path includes 11 courses and the Syncron Warranty exam.

Learning Path	Course Title
	1. Syncron Customer Central
	2. Syncron Products
	3. Syncron Network
	4. Syncron Warranty
	5. Syncron Warranty- Campaign
	6. Syncron Registration
	7. Syncron Orders
	8. Syncron Plans
	9. Syncron Returns
	10. Syncron Commerce
	11. Syncron Trade-in
Exam	Syncron Warranty

4. Learning Path: Syncron Service

This Learning Path is for the Syncron Field Service solution, a collection of integrated applications supporting technician enablement, service management, and more.

The courses in this learning path include general knowledge content as well as a collection of specific Smart Blox courses appropriate for users, managers, and administrators of Field Service applications. After completing this Learning Path, users will have a well-rounded knowledge of concepts, applications, and specific tasks associated with the Field Service solution.

The learning path includes 10 courses and the Syncron Service exam.

Learning Path	Course Title
	1. Syncron Customer Central
	2. Syncron Products
	3. Syncron Network
	4. Syncron Service
	5. Syncron Registration
	6. Syncron Plans
	7. Syncron Inspection
	8. Syncron Locator
	9. Syncron Support
	10. Syncron VOC
Exam	Syncron Service

5. Learning Path: Syncron Service Knowledge

This Learning Path is for the Syncron Service Knowledge solution, a collection of integrated applications that allow users to optimize knowledge management and share and connect service knowledge.

Courses include general knowledge content as well as a collection of specific Smart Blox courses appropriate for users, managers, and administrators of Service Knowledge applications. After completing this Learning Path, the student will have a well-rounded knowledge of concepts, applications, and specific tasks associated with the Service Knowledge solution.

The learning path includes 5 courses and the Syncron Service Knowledge exam.

Learning Path	Course Title
	1. Syncron Customer Central
	2. Syncron Products
	3. Syncron Network
	4. Syncron Knowledge
	5. Syncron VOC
Exam	Syncron Service Knowledge

6. Learning Path: Syncron Parts Catalog

This Learning Path is for the Syncron Parts Catalog solution, a collection of integrated applications designed to enhance service parts management and operation.

Courses include general knowledge content as well as a collection of specific Smart Blox courses appropriate for users, managers, and administrators of Service Parts applications. After completing this Learning Path, the student will have a well-rounded knowledge of concepts, applications, and specific tasks associated with the Syncron Parts Catalog solution.

The learning path includes 6 courses and the Syncron Parts exam.

Learning Path	Course Title
	1. Syncron Customer Central
	2. Syncron Products
	3. Syncron Network
	4. Syncron Parts
	5. Syncron Orders
	6. Syncron Returns
Exam	Syncron Parts Catalog

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