

## Q-Pulse Administration Techniques

Create and maintain a Q-Pulse database that adds value to your organisation

### Purpose of the service:

- Take Q-Pulse to a new level by learning its advanced administrative features
- Ensure that staff responsible for administering Q-Pulse are fully aware and able to use the key Q-Pulse administration facilities.

### Benefits for your organisation:

- Your Q-Pulse system will be administrated in a streamlined efficient manner and will be optimised for most effective performance.

### Benefits for you as an individual:

- You will be a certified Q-Pulse administrator capable of managing Q-Pulse across multiple departments and multiple compliance projects.

### You will learn how to:

- Set up new Q-Pulse users and user groups.
- Customise system messaging.
- Populate Q-Pulse menu structures.
- Create and publish search folders.
- Create customised Q-Pulse reports.
- Brand Q-Pulse with your company logos.
- Customise Q-Pulse LaunchPads for different user roles.
- Create customised escalation flows.
- Create and manage Q-Pulse deputies.

### Who this service is for:

- Designated Q-Pulse administrators Support staff supporting Q-Pulse projects.

### Entry requirements:

- Current Q-Pulse user with support contract.
- Basic understanding of the Window server environment including MS Exchange and Active Directory.
- Broadband internet connection verified by customer prior to training for Web-Ex training.



### Course information

**Duration:** 1 Day.

**Location:** Gael training centre / Customer Premises / via WebEx.

**Cost:** Gael training centre – £350 per person. Customer premises – £995 plus expenses.

WebEx – £995 / €1500 / \$2100.

**WebEx duration:** 3X2 or 2X3 hour courses. Plus 1 hour consultation on product capability to match training to suit your business needs.

**Credit value:**

Gael training centre – 3 per attendee.  
 Customer premises – 10.

### Follow-Up courses

**Streamlined Document Management**

Managing documents without the paper mountain.

“ I'd advise anyone in the process of implementing Q-Pulse to get Gael in to guide them as part of the project, and to make full use of the services available especially customisation. ”

**Ann Lockhart,**  
**Quality Manager,**  
**Clyde Directorate.**