Staff Training and Training Videos

Sales 08 Training for Sales & Events = Live Chat and Live Chat Sales

The ERM is ICONIC uniquely designed software program that all Sales and Events Staff will use in their work.

There are many features and functions of the ERM. One in particular that will be associated with most of your daily work tasks is the **Live Chat** of the ERM.

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SALES / EVENT TRAINING VIDEO about the ERM Live Chat and Live Chat Sales.

Training Video = ERM - How to use Live Chat for Online Live Sales

As part of this part of the training we also recommend you read the FAQ and KB about the ERM. You may have already view the manuals of the ERM from a previous training session. If this is the case, you do not need to view them again here to unless you are re-training or refreshing your understanding. To view the manuals for the ERM, please click here.

We also recommend that you read as part of your training the following FAQs:

- In the specific Category of this subject in the FAQ knowledge base server.

After viewing and understanding this training session remember to acknowledge receipt of completion of the training by following the company procedure of How to acknowledge you have completed part of your training or state you have viewed or read a FAQ

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Attached files:

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