

## Course Overview:

Mastering the flow of your company's vital information is essential to providing the best possible experience for your customer. Whether you're working with IBM Enterprise Content Management (ECM) solutions to manage cases and capture documents or you're adopting IBM Enterprise Marketing Management (EMM) to engage buyers across digital and social channels, we have the training you need to harness the potential of IBM ECM and IBM EMM.

Categories	Modules	Training Type
<b>Case Manager</b>	IBM Case Foundation 5.2.1: Configure the Workflow System (F231G)	C,v,e
	IBM Case Foundation 5.2.1: Maintain the Workflow System (F233G)	c,v,e
	IBM Case Manager 5.1: User Interface Development (F080G)	c,v,e
	IBM Case Manager 5.1: Build, Deploy, and Monitor a Solution (F185G)	c,v,e
	IBM Case Manager 5.2: Build and Migrate a Solution (F212G)	c,v,e
	IBM Case Manager 5.2: Customize and Extend the Features (F217G)	e
	IBM Case Manager 5.2: Integrated Rules (F214G)	e
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<b>Content Collector</b>	IBM Content Collector 2.1: Installation for P8 Repository (F061G)	e
	IBM Content Collector 2.2: Email Collection for P8 and Domino (F164G)	e
	IBM Content Collector 3.0 Core Skills: Installation and Configuration (F201G)	e
	IBM Content Collector 3.0: Email Collection for P8 and Exchange (F208G)	e
	IBM Content Collector Email Collection 2.1 (F063G)	e
	IBM InfoSphere Content Collector 2.1.1: File System Collection (F065G)	e
<b>Content Manager</b>	IBM Content Manager OnDemand Application Implementation 8.4 (IM16G)	e
	IBM Content Manager OnDemand for Multiplatforms 8.5: Sys Implementation and Admin (IM18G)	e
	IBM Content Manager OnDemand for Multiplatforms System Administration 8.4 (IM17G)	e
<b>Datacap Taskmaster</b>	IBM Datacap 8.1: Advanced Configuration and Administration (F187G)	c,v,e

	IBM Datacap 8.1: Application Builder (F166G)	e
	IBM Datacap 8.1: Introduction (F165G)	c,v,e
	IBM Datacap 9.0 Administration (F225G)	c,v,e
	IBM Datacap 9.0 Application Builder with FastDoc (F221G)	c,v,
	IBM Datacap 9.0 Configuration (F224G)	c,v,e
<b>EMM</b>		
<b>Tealeaf</b>	IBM Tealeaf 8.7 Administration and Maintenance Workshop (9F05G)	e
	IBM Tealeaf 8.7 Advanced Reports and Dashboards (9F03G)	e
	IBM Tealeaf 8.7 Customer Experience Fundamentals (9F01G)	e
	IBM Tealeaf 8.7 Customer Service Optimization (9F04G)	e
	IBM Tealeaf 8.7 Events and Reports (9F02G)	e
	IBM Tealeaf 9.0 Fundamentals (9F23G)	e
	IBM Tealeaf 9.0 Goal-Based Dimensions and Events (9F21G)	e
	IBM Tealeaf Customer Experience 9.0.1 Administration and Maintenance Workshop (9F27G)	e
	IBM Tealeaf Customer Experience 9.0.1 Advanced Reports and Dashboards (9F26G)	e
<b>Unica</b>	IBM Building Campaigns 9.x (9U01G)	e
	IBM Building Campaigns 9.x (9U25G)	e
	IBM Building Interactive Campaigns (9U04G)	c,v
	IBM Building Interactive Campaigns (9U14G)	e
	IBM Campaign 9.x Administration (9U05G)	c,v,e
	IBM Campaign 9.x Architecture (9U27G)	e
	IBM Campaign 9.x Architecture and Installation (9U23G)	c,v,e

### Delivery Format Options:



e= eLearning



c= Classroom Training



v= Virtual Class

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