Knowledge Base Article

Article ID: **4126**
Subject: **Online Tutorial: Topic 16 – Contact Manager Professional**
Last Modified: **October 9, 2007**

Applies to: **Pro Gold i2 3.0**

Issue: The online tutorials cover the various training topics of Pro Gold i2. The purpose of Topic 16 is to cover the setup and use of the Contact Manager Professional in Pro Gold i2. In this topic, Sources of Call setup, Contact Type setup, Outbound Call Plan setup, Entering New Contacts and Calls, and the Tickler will be covered.

Resolution: View the online tutorial by clicking on the link below. The tutorial does contain video and audio, so it must be played on a computer that has the ability to play sound.

http://www.progoldi2.com/training/Topic16/Topic16.asp

References: Below is a link you can use to access Enhancement HelpNet Center resources, which includes the Knowledge Base Article (KBA) Library, Pro Gold i2 Documentation, and Training Webcasts:

http://secured.progoldi2.com/webcast.aspx

- The Enhancement HelpNet links are located on the right side of the web page.

Related articles: N/A

Keywords: Online Tutorial, Topic 16, Contact Manager Professional, Work with Prospects, Leads, CRM, Call Setup, Outbound, Tickler, 4126