

Vantage Point

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CUSTOMER SERVICES UPDATE **eTraining: An Excellent Learning Tool**



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Welcome to Fall 2013! Summer certainly flew by, and here we are, right smack dab in the middle of harvest. Our support team is working hard to keep up with all the calls related to harvest and to assist our customers at this critical time of year as quickly as we possibly can.

As the dust slowly settles on this harvest, we will begin looking ahead. These next few months are a great time to take advantage of our eTraining classes and schedules. For those of you who might not be familiar with our eTraining process, here is how it works.

When you go to our AgVantage website, click on Support, and then Training. The Training page will open and you will see the link to the eTraining schedule in the middle of the page. By clicking on an individual class, more specific information and class details will appear on screen, and you can register for a class right from this pop up box. You will automatically be sent a link and log in information for the class you registered for.

At the time of the class, you will log into the Go To Meeting link you were sent and dial into the phone number given in your registration email. This will give you both audio and visual connection to your instructor. eTrainings usually last between an hour and a half and two hours, depending on the topic and the number of users and questions. We encourage lots of questions and interaction during our classes, not only with the instructor, but also with your fellow AgVantage customers.

eTraining is an excellent learning tool for new employees, a refresher course on existing products, and a great way for to learn about new features in the software. To learn more about eTraining, please visit our Training page, or contact Tina or myself at AgVantage (877-282-6353 or support@agvantage.com) with any questions.

Please continue to have a safe and bountiful harvest.

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Holiday Schedule:

We will be closed or have reduced hours on the following dates to allow our employees to enjoy the holidays with their families:

<i>Thanksgiving</i>	<i>Thursday, 11/28</i>	<i>Closed</i>
<i>Day after Thanksgiving</i>	<i>Friday, 11/29</i>	<i>Open 8-3</i>
<i>Christmas Eve</i>	<i>Tuesday, 12/24</i>	<i>Open 8-Noon</i>
<i>Christmas Day</i>	<i>Wednesday, 12/25</i>	<i>Closed</i>
<i>New Year's Eve</i>	<i>Tuesday, 12/31</i>	<i>Open 8-3</i>
<i>New Year's Day</i>	<i>Wednesday, 1/1</i>	<i>Closed</i>