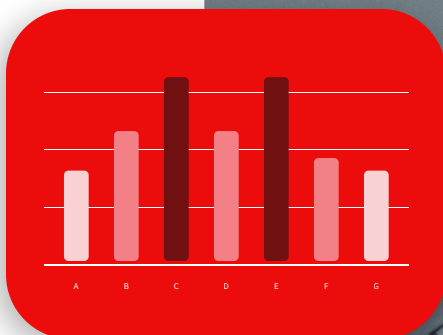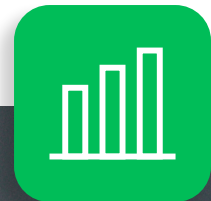# Customer Success Series

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Infor

Here's a guide to our valuable instructor-led and self-paced classes. Browse the list of topics and choose the courses that best suit your learning preference and your time zone.

- All classes are accessible within Infor U Campus.

- New to Infor U Campus? Sign up and view account activation steps here.

- To see all the classes, register for upcoming live webinars or access the eLearning courses: **Infor U Campus > Learning Paths > (Category) "Customer Success and Experience" > Customer Success Series.**

- Need more information or support? Please contact customersuccess@infor.com with any questions or feedback.

## eLearning

The easy navigation of our self-paced eLearning courses gets you right to the content you want exactly when you want it.

## Webinar

Explore live instructor-led sessions with a choice of times to suit your time zone.*

*Please note that you must be signed into Infor U before clicking on course links included below.

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# Getting started

### Getting Started with Infor Cloud (Webinar)

This live webinar will introduce you to the Infor tools and resources available as you begin your Infor Cloud onboarding journey. The live session will conclude with the next steps and an opportunity for a Q&A session with the Onboarding Specialist.

Recommended for application owners and IT managers who are new to the Infor Cloud.

Webinar

### Cloud Administration First Steps

This course provides key information and guidance on the administration and setup of an Infor Cloud solution. It introduces the process, tools, resources, and action items associated with provisioning an Infor Cloud solution.

Recommended for application owners and IT managers.

eLearning

### Managing Contacts

This course explains the contact administrator role and the responsibilities associated with it. It provides practical assistance with maintaining records and permissions for your company contacts in Infor Concierge, Infor CloudSuite Self-Service Portal, and Infor Download Center.

Recommended for contact administrators.

eLearning

### Getting Started with Infor Tools

This course introduces Infor tools and resources and provides valuable information to get started in the Infor Cloud.

eLearning

### Getting to Know Infor Concierge

This course provides a brief overview of Infor Concierge and how to access the tool. It also demonstrates specific tasks or activities that you may encounter on a regular basis and how to navigate within Infor Concierge to complete those tasks.

Recommended for all Concierge users.

eLearning

### Introduction to Case Management

This course introduces you to case management when you are working with Infor Support. Learn how to create a case, input details to help the Support team understand your issue clearly, and use tools and resources in the Infor Customer Portal.

eLearning

Infor

# Mid-implementation

### Learning about the Multi-Tenant Cloud

This course details the resources available to keep you and your company informed about your multi-tenant cloud solution with regard to scheduled maintenance, release calendars, and release notes, as well as other guidance, links, and tools. You will learn to manage your notifications and understand the roles and responsibilities of working in the Infor Cloud.

eLearning

### Navigating the Infor CloudSuite Self-Service Portal

This course describes how to navigate the Infor CloudSuite Self-Service Portal and perform common tasks.

Recommended for contact administrators.

eLearning

### Managing Cases

This course will enable you to manage multiple Infor Support cases effectively. Learn how to rank cases to communicate your priorities to Infor Support and escalate a specific case to a Support Manager.

eLearning

### Evaluating Cloud Go-Live Readiness

This course prepares you to evaluate your readiness to go live in your production environment. You will explore the importance of the evaluation exercise, best practices to ensure a successful Go-Live, plus pre-Go-Live and post-Go-Live expectations.

eLearning

Infor

# Post Go-Live

### Settling into the Infor Cloud (Webinar)

This live webinar helps familiarize yourself with standard recommended tasks and timelines post-Go-Live for your Infor product. The instructor will review the activities that you can expect in your day-to-day with the Infor Cloud.
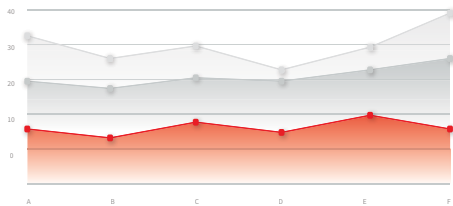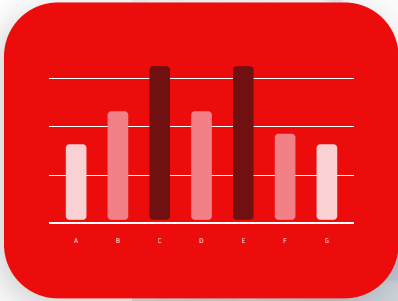
Webinar

### Infor Communities: Getting Started

This course contains the benefits of being an Infor Communities member, how to access Infor Communities via Infor Concierge, how to use various features in the system, and how to connect with user groups.

eLearning

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# About Infor

Infor is a global leader in business cloud software products for companies in industry-specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

infor.com

## Discover resources to make the most of your Infor solutions

LEARN MORE

## "How-To" videos

Visit Infor Concierge to navigate to our library of useful "how-to" videos, which offer easy-to-follow step-by-step guides. Whether you are looking for help with effective incident management, accessing a SOC report, or learning the basic functions of a host of Infor tools and resources, these short videos will help you on your way. Once logged into Infor Concierge, click on the "how-to" videos link in the left-hand menu.

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