



Product Training Course Overview

Training



Allegiance delivers product training in the following categories/courses. Courses are taught as self-paced courses or web-based, instructor-led courses.



SELF-PACED COURSES

Software Fundamentals

Allegiance Overview

Provides an introduction to all Allegiance products and services, and basic workflows and terminology.

Basic Navigation Skills

Instructs you on how to find your way around the Allegiance interface, and introduces you to basic security features.

Creating Email Lists

Email lists are used throughout the Allegiance system. This informative course teaches you how to deploy surveys using email lists.



For questions about course content and delivery,
email education@allegiance.com

For pricing, contact Allegiance Sales: 801-617-8000
or sales@allegiance.com

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WEB-BASED, INSTRUCTOR-LED COURSES

Customer Loyalty Training

CustomerVoice: Essential Skills

Introduces you to the basic skills necessary to manage and resolve feedback.



CustomerPulse: Essential Skills

Teaches you the concepts of Engagement and how to use the CustomerPulse tools to measure loyalty and engagement.

CustomerVoice: Basic Reports

Introduces you to the basic voice reports and dashboards.

Employee Retention Training

EmployeeVoice: Essential Skills

Teaches the basic navigation and feedback resolution skills necessary to use the EmployeeVoice product.



EmployeePulse: Essential Skills

Basic navigation and reporting techniques to track and measure employee engagement using EmployeePulse.

Employee Voice: Basic Reports

Introduces you to the basic voice reports and dashboards.

Survey Design and Creation

Introduction to ActiveSurvey

Teaches the basic elements of survey design, and guides you through basic survey creation using the ActiveSurvey tool.



ActiveSurvey: Advanced Topics

Provides a deeper dive into more complex types of surveys and reports.

Ethics Reporting and Compliance

SilentWhistle: Essential Skills

Introduces you to the basic navigation and reporting skills necessary for using SilentWhistle.



SilentWhistle: Management Fundamentals

Teaches the basic reporting and feedback management skills for SilentWhistle.