

Feature training sessions are for internal employees only.

Please let us know for which features and enhancements you'd like training, and we'll do our best to accommodate you as time and resources permit. Answer the questions on each page, then continue the survey by clicking the Next link. If you need to change an answer, click the Prev link.

Please finish this survey by Wednesday, December 5, 2007, so we can schedule training sessions on features that get the most requests.

When you're ready to begin, click the Next link.

Here are all of the documented new and enhanced features that have been made to the product since its initial release. From 1 to 10, enter the order in which you'd like training on the following features and enhancements. Enter 1 for your FIRST choice, 2 for your next choice, and so on up to 10. Please enter only ONE number from 1 to 10. Do not enter two first choices, for example.

Account History Enhancements	<input type="text"/>
Account Status Restricts Account Changes	<input type="text"/>
Accounts Suspended, Balances Escrowed When Funds Insufficient to Cover Included Usage Charges	<input type="text"/>
Applying Discounts to Multiple Funds	<input type="text"/>
Bill Cycle Reset	<input type="text"/>
Breakout of Activation Charges	<input type="text"/>
Deactivate/Reactivate Permission Controls Port Out Permission	<input type="text"/>
Dynamic Voucher Expiration	<input type="text"/>
Enable and Disable Bank Draft Capabilities by Operating Unit	<input type="text"/>
Extended ZIP Code (ZIP+4) Lookup	<input type="text"/>
Fee and Included Usage Enhancements	<input type="text"/>
Fund Usage Based on Fund Bundle Priority	<input type="text"/>
General Ledger Code Management Changes	<input type="text"/>
Global Screen and Field Name Changes	<input type="text"/>
Mobile Equipment Identification (MEID) Support Added	<input type="text"/>
Mobile Number Change	<input type="text"/>
Payment Reversal Through the GUI	<input type="text"/>
Rating Enhancements for Calls Crossing Calendar Periods	<input type="text"/>
Reports Enhancements	<input type="text"/>
Required/Optional Fields and Drop-down Address Fields	<input type="text"/>

What is your main reason for attending these training sessions?

How often could you attend training sessions? Select as many as you want.

- Once per week
- Twice per week
- Every other week
- No preference
- Other (please specify)

What is the best time of day to attend? Select as many as you want.

- 8:00 – 10:00 a.m.
- 10:00 a.m. – 12:00 p.m.
- 1:00 – 3:00 p.m.
- 3:00 – 5:00 p.m.
- No preference

What is your time zone?

Additional comments

What is your level of experience with supporting or training the product?

Beginner, but I have experience supporting/training other billing software systems.

Beginner with no experience supporting/training billing software systems.

I've been supporting/training it for a couple of years.

Expert. I'm the one that others with product questions come to. Support issues are escalated to me.

Other (please specify)

(Optional) Tell us about yourself.

My name is

My title is

My team is

Thank you for taking the time to answer our survey. We appreciate your input, and will do our best to accommodate you. Remember to respond by Wednesday, December 5th. Click Finish to send your survey to us.