



Consistently  
providing  
Quality

Solutions in accounting, sales & marketing, service & support & networking

• Design • Implementation • Support



## Fundamentals Training – Course Agenda

- ⇒ Getting Acquainted with Goldmine
- ⇒ Goldmine's Key Features
- ⇒ Navigating in Goldmine
- ⇒ Managing Contact Records
- ⇒ Creating Contact Records
- ⇒ Searching for Contacts
- ⇒ Working with Contacts
- ⇒ Working with Your Electronic Agenda
- ⇒ Scheduling and Completing Activities
- ⇒ Viewing Activities
- ⇒ Using the Calendar and the Activity Center
- ⇒ Goldmine's Search Tools
- ⇒ Using the Search Center
- ⇒ The basics of using Filters and Groups
- ⇒ Using the Organisational Chart
- ⇒ Communication Tools
- ⇒ Working with Email
- ⇒ Using Email templates
- ⇒ Using Word Templates
- ⇒ Linking files to contacts