



Civil Enforcement

course content

Taskflow Processing

➤ Who will the course benefit?

This training course is for users of the Civil Enforcement System who will be dealing with back office Taskflow processing.

➤ Pre-requisites

Attendees should have basic keyboard skills and Windows knowledge.

➤ Course reference

7TCE036

➤ Duration

One day.

➤ Further information

For additional information on this course or any other training issue please e-mail training@civica.co.uk

➤ Course objectives

By the end of the course attendees will have an understanding of:

- Concept
- Overview
- Creating a task
- Editing a task
- Closing a task
- Notes
- Un-indexed documents
- Allocating tasks to your tray
- Allocating tasks back to the Task tray for reallocation to another user
- Closing tasks
- Importing documents
- Batch scanning documents

Supervisor Administration

- Task trays
- Task maintenance