

C# Training | C Sharp Course

Introduction to the [C# Training](#)

Understanding the .NET Environment
Installing Visual Studio

Hands-on Workshop: *Creating your first application*

Learning the Fundamentals of C# Syntax

Namespaces
Using Variables, Structures, and Classes
Introduction to Classes
Working with Variables in Memory
Using Strings and the using Alias Directive

Hands-on Workshop: *Writing your first program*

Mastering Object-Oriented Programming in C#

Defining Methods and Properties
Using Object Constructors
Static Class Members
Inheritance
Polymorphism
Working with Interfaces
Abstract Classes

Advanced C# Language Concepts

String Processing with StringBuilder and Regular Expressions
Collections, Dictionaries, and Hash Tables
Using the if Statement
Applying switch for Multiple Conditions
Working with Arrays
Loops (while, for, foreach)
Operators in C#
Exception Handling
Types of Exceptions

Relationships Between Classes

Inheritance
Interfaces
Aggregation
Composition

Database Integration

Entity Framework
ADO.NET
LINQ

Vue.js Training

Introduction to the [Vue.js Training](#)

Installing Vue.js

Architecture and Core Features
Development Tools
Command Line Interface (CLI)

Getting Started with the Framework

Understanding the Instance Concept
Working with Templates
Understanding the View Layer
Passing Data to the View
Data Binding
Understanding Directives
Understanding Filters
Handling Events
Styling Components
Using Loops and Conditional Rendering

Advanced Concepts

Managing Routing
Making AJAX Requests
Creating a Custom Filter
Creating a Custom Directive
Building a Component
Extensions and Plugins

Recommended Training

[TypeScript Training](#)

HubSpot Training: Mastering Customer Relationship Management (Beginner)

Module 1 – Understanding the Logic of a Modern CRM

- The role of a CRM in an organization: objectives, benefits, and limitations
- Differences between CRM, marketing automation, and sales tools
- Overview of HubSpot (CRM, Marketing, Sales, Service) and common use cases
- Best practices: adoption, data quality, and follow-up discipline

Module 2 – Getting Started with the HubSpot Environment

- Interface discovery: navigation, menus, views, and search
- Essential settings: profile, company details, preferences, units
- User management: roles, access rights, and security principles
- Work organization: dashboards, shortcuts, and startup methodology

Module 3 – Structuring Your Customer Database

- Creating and managing contacts, companies, and associations
- Understanding properties: standard fields, custom fields, field types
- Data import and cleanup: formats, duplicates, and consistency rules
- Effective segmentation: filters, views, and lists for targeting

Module 4 – Centralizing Interactions and Customer Follow-Up

- Activity timeline: notes, emails, calls, meetings, and traceability
- Task creation and management: priorities, reminders, organization
- Managing interaction history: search, sorting, and key information
- Daily routine: a simple method to ensure nothing is missed

Module 5 – Capturing Leads Effectively

- Conversion principles: visitor → lead → contact journey
- Form creation: fields, validation, messages, and best practices
- Website integration: tracking, embedding, and data consistency
- Conversion pages: structure, calls to action, and compliance principles

Module 6 – Communicating with Your Contact Database

- Campaign preparation: objectives, audience, messaging, and scheduling
- Email creation: content, subject lines, personalization, segmentation
- Best practices: deliverability, consent, frequency, and quality
- Performance analysis: open rates, clicks, and optimization opportunities

Module 7 – Automating Simple Actions

- Understanding automation: triggers, conditions, and actions
- Basic automations: notifications, assignment, follow-up, reminders
- Structuring a simple journey: post-form or post-interaction automation
- Best practices: avoiding over-automation, testing, and monitoring

Module 8 – Organizing Support and Request Follow-Up

- Structuring customer request handling: tracking logic and priorities
- Centralizing exchanges: traceability and internal collaboration principles
- Organization methods: categories, statuses, and urgency levels
- Continuous improvement: standardizing responses and reducing delays

Module 9 – Measuring and Managing Performance

- Defining relevant KPIs: acquisition, conversion, follow-up, engagement
- Dashboards: reading, widgets, and essential indicators
- Interpreting results: trends, anomalies, and corrective actions
- Improvement planning: adjusting messages, segments, and processes

Training: Customer Relationship Management and Service Quality

Introduction to Customer Relationship Management Training

Managing Customer Needs

- Identifying customer needs
- Addressing and managing customer needs

Customer Reception Techniques (Telephone and In-Person)

Quality of Interactions Among Colleagues

- Behavioral skills in the workplace

- Communication
- Empathy
- Kindness
- Autonomy

The Concept of Service Quality

- The different levels of quality
- The dimensions of quality

Service Quality and Customer Satisfaction (the Concept of Satisfaction)

Managing Service Quality (Service Quality Standards, etc.)

Measuring and Evaluating Service Quality

- Customer satisfaction surveys
- Employee surveys and studies

Practical Workshop on Customer Relationship Management and Service Quality

Preventing Aggressive Situations in Customer Service

- Recognizing signs of aggression or threats
- Understanding causes related to customer stress
- Using calm and professional language
- Managing physical distance and posture
- Applying internal safety guidelines
- Practicing through case studies and role-playing

Conclusion of the Training: Customer Relationship Management and Service Quality

Training: Customer Experience – A Key Driver of Organizational Success

What Is Customer Experience?

- Understanding customer experience and its strategic role
- An overview of customer experience management (CXM)

Measuring and Evaluating Customer Experience

- Why and how to measure customer experience effectively
- Key customer experience performance indicators
 - Net Promoter Score (NPS – customer advocacy and recommendation rate)
 - Customer Effort Score (CES – level of effort required to purchase products and services)
 - Customer Satisfaction Score (CSAT)

Improving Customer Experience: Best Practices and Methods

- Understanding and optimizing the customer journey
- The role of internal collaboration in enhancing customer experience
- Listening to customer and employee feedback
- Communicating initiatives implemented to improve customer experience
- Selecting the right distribution and communication channels
- Practical workshop on customer experience improvement

Customer Experience Case Study

Connecting Customer Experience with Employee Experience

- What is employee experience?
- Why align customer experience with employee experience?
- How to effectively connect the two approaches
- Key benefits of aligning customer and employee experience
- Practical workshop on linking customer experience and employee experience

Training: Customer Portfolio Management

Why Build and Manage Customer Portfolios?

- Why create structured customer portfolios?
- The key benefits of managing customer portfolios

Defining Customer Classification Criteria

- Understanding your customers
 - Classification based on revenue, turnover, industry sector, and other relevant criteria

Developing Tailored Strategies for Different Customer Segments

- Customer relationship management strategies
- Delivering consistent service quality
- Practical role-playing workshop

Growing and Retaining a Customer Portfolio

- How to develop and expand a customer portfolio
- Best practices for maintaining long-term customer relationships

Evaluating Customer Portfolios

- Why evaluate a customer portfolio and the benefits of doing so

Customer Portfolio Evaluation Methods

- Current value of the customer portfolio
- Potential value of the customer portfolio

Training: Managing Internal and External Customer Complaints

Introduction to the Training: Managing Internal and External Customer Complaints

What Is a Complaint?

- Definition of a customer complaint
- Common sources and causes of complaints

Customer Complaint Management

- The key stages of complaint management
 - Receiving, analyzing, and processing complaints
 - Handling and managing the complaint
 - Resolution and follow-up
 - Complaint reporting and documentation

- Handling dissatisfied customers in real time

Preventing Complaints Through Service Quality

- The concept of service quality
 - The different levels of service quality
 - The key dimensions of service quality
- Service quality and customer satisfaction
- Managing service quality (service standards, procedures, and best practices)

Managing and Preventing Internal Customer (Employee) Dissatisfaction

- Behavioral skills in the workplace
 - Effective communication
 - Empathy
 - Professionalism and respect
- The organization's role in managing employee dissatisfaction
 - Prioritizing employee experience
 - Assessing employee engagement levels and implementing corrective actions

Practical Workshops on Complaint Management

Conclusion of the Training: Managing Internal and External Customer Complaints

Kofax Power PDF – Interactive Forms Creation and Document Security

1. Editing and Enhancing PDF Content

- Edit textual content: correction, formatting and additions
- Insert and adjust graphic elements: images, icons and shapes
- Use guides, grids and alignment tools for precise layout
- Customize document display and startup settings

2. Creating Advanced Interactive Forms

- Identify requirements for a professional PDF form
- Insert and customize text fields
- Add checkboxes, dropdown lists and radio buttons

- Apply validation rules to input fields
- Create automatic calculation fields (totals, percentages, amounts)
- Insert interactive buttons: reset, validation and custom actions
- Optimize the tab order for a smooth user experience

3. Structuring Document Navigation

- Create and manage page thumbnails
- Insert and organize bookmarks for hierarchical navigation
- Add interactive links to pages, sections, external URLs or document areas
- Create navigation buttons for easier document traversal
- Structure reading flow using article features

4. Digital Signatures, Security and Protection

- Configure a digital signature manager
- Create and manage signature profiles
- Add custom image signatures
- Apply electronic signatures to forms and documents
- Use redaction tools to hide sensitive information
- Set password protections and permissions (editing, printing, commenting)

Our Training Courses

Training in Statistical Analysis and Data Preparation with R

1. Data Preparation

- Identifying Missing Data in R
- Simple Imputation in R
- Multiple Imputation in R
- Random Forest Imputation in R
- Imputation Using Mean LOD
- Handling Censored Data
- Assessing Imputation Quality in R
- Sensitivity Analysis in R

2. Quality Index Analysis

- Analysis of Variance (ANOVA) in R
- Tukey HSD Test
- Kruskal–Wallis Test in R

3. Factor Analysis and Multivariate Regression in R

- Principal Component Analysis (PCA) in R
- Multivariate and Binary Regression Models in R

4. Trend Tests and Time-Based Analysis

- Performing the Mann–Kendall Trend Test in R
- Time Series Analysis and Lomb–Scargle Periodogram in R

5. Time Series Modeling

- Time Series Models (ARIMA, SARIMA) in R

Related Training

[R Programming, RStudio, and Tidyverse Course](#)