

CALL CENTER TRAINING

The basic Level 1 knowledge is listed below

The table for Level 1 knowledge is broken down by weeks and topic title. Click the week in order to begin the course for that week.

Categories	Topics
<u>Week 1</u>	
	Landing Page
	Customer Maintenance
	Reciepts
	Penalties & Interest
	Notice Processing
	Adjustments
	<u>Active Listening 080823</u>
<u>Week 2</u>	
	Billing Rates
	Billing
	Consolidated Bills
	Final Billing
	Bill Editing
	Misc. Charges
	<u>Personal Accountability 062023</u>
<u>Week 3</u>	
	ACH File Maintenance
	Meter Reading Upload/Download
	Meter Changes
	Consumption Reports
	Meter Reports
	<u>Time Management 071123</u>
<u>Week 4</u>	
	Accounts Receivable Trial Balance, Reconciliation & Past Due Reports Training
	Accounts Receivable Reconciliation and Past Due Reports

Categories	Topics
	Customer and Processing Reports
	VUB Data Export
	Budget Plans
	Deposit/Refunds
	General Ledger
	Images & Leins
	Peer Coaching 083023
Week 5	
	Customer Maintenance Tree Menu
	Maintenance Menu Part 1
	Maintenance Menu Part 2
Activity	DTC Services Quiz
Week 6	
	Billing Rates
	Billing Training - Exception Reports
	Billing_Misc. Charges
	Final_Direct Bills
Week 7	
	Adjustment
	Penalty & Interest Process
	Notice Processing
	ACH Cycle
	ACH Processing - From Start to Finish
Week 8	
	Meters 082323
	Reports
	AR Trial Balance Reports 090424
	AR Reconciliation and Past Due Reports 091124