

NextGen CRM Service Cloud Key User Training 2025

July 1, 2025 - July 3, 2025

AGENDA

July | 01.07.2025

Meeting Spot: Event 2

TIME	SUBJECT	SPEAKER
08.20	Transfer to WAGO Departure: 08.30	
09.00	Welcome & Start of the meeting	Lora Jannis Jasmin
10.00	Get to know each other	Jasmin
11.00	Coffee and Talk	
11.30	Testrail	Patrick
12.00	Experience report Pre Sales	Sebastian
12.30	IT-Check & First Steps in Contact Center	Andreas
13.00	Lunch break	
14.00	Ticket basics - From E-Mail to Ticket	Jessi Laura Jenni
14.20	Practicing 1	
14.45	Ticket basics - Create a Customer Request Ticket (CRT) manually	Jessi Laura Jenni
15.15	Coffee and Talk	
15.30	Practicing 2	
16.00	Ticket basics - Tickets in Outlook	Lora
16.30	Ticket basics - Where to find Tickets	Jessi Laura Jenni
17.00	18.00 Dinner @ Enchilada Minden Meeting spot: In front of the Communication Center The taxis will take you to the hotel.	

Program is subject to change.



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July | 02.07.2025

Meeting Spot: Event 2

TIME	SUBJECT	SPEAKER
08.20	Transfer to WAGO Departure: 08.30	
09.00	Contact Center basics	Jessi Laura Jenni
11.00	Coffee and Talk	
11.30	Practicing 3	
12.30	Ticket List	
13.00	Picture of the group Meeting Spot: Foyer in front of Event 2	
13.10	Lunch break	
14.00	Process Tickets	Jessi Laura Jenni
14.15	Practicing 4	
14.30	Communication in Tickets	Jessi Laura Jenni
14.50	Practicing 5	
15.15	Coffee and Talk	
15.30	Ticket handling	Jessi Laura Jenni
15.50	Practicing 6	
17.00	18.00 Dinner @ Classico Bar & Bistro Meeting spot: In front of the Communication Center The taxis will take you to the hotel.	

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NextGen CRM Service Cloud Key User Training 2025

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July | 03.07.2025

Meeting Spot: Event 2

TIME	SUBJECT	SPEAKER
08.20	Transfer to WAGO Departure: 08.30	
09.00	Reporting	Sarah Annalena
11.00	Coffee and Talk	
11.30	Additional topics	Jessi Laura Jenni Lora
13.00	Lunch Break	
14.00	Look and Feel Chat & Knowledge Management	Jessi Matthias
15.00	Coffee and Talk	
15.15	Status Testcases	Patrick
15.30	Closing	Lora Jannis Jasmin
17.00	Transfer back to hotel Meeting spot: In front of the Communication Center	

Good2know

- Please bring your notebooks, computer mouse and headset!
- There will be no evening program on 03.07.2025, Enjoy your evening in Minden. The [Market Square](#), which is only a few meters from the hotel, offers a variety of restaurants. Moreover, we recommend the [Weser Beach](#) (also in walking distance) or the [Kaiser Wilhelm Monument](#).
- Departure: If your transfer to the airport starts directly at WAGO, you have the possibility to store your luggage in our luggage room, which is located on the ground floor -1. It can be accessed using the main stairs from the foyer.
- Please do not hesitate to contact Alexandra (+49 151 57655077) or Jasmin (+49 571 887 49594) in case of any questions.
- Transfer contacts: Rikscha Deluxe (+49 5105 773988 or +49 172 4055439) izmytaxi (+49 571 22220 or +49 0571 22151)

Have a great time in Minden 😊

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