

Common Language[®] CLLI[™] Alert: Training Course Outline

- Introduction and Purpose of CLLI Alert Processing
- CLONES CLLI Alert Search Functions
- "My Alerts" and Other Important CLONES CLLI Report Functions
- CLONES CLLI Alert Workflow - From Initiation to Closure
 - CLLI M&P/CLONES JA and CLLI Alert Flow-Charts
 - Status, Priority, Problem Statements, etc.
 - Automatic CLLI Alert Status Update Email Notifications
 - Common Language Customer Service Center (CSC) Overdue CLLI Alert Processes
 - Review Real CLLI Alert Examples
- Possible Duplicate Resolution Guidelines
- How to Use and Navigate the CLLI Alert Contact List
- Questions and Open Discussion