

Podcast Script: Sugar University

Welcome to this 60 Second Sugar Snippet. My name is Susie Williams and today we're going to talk about Sugar University.

Sugar University combines self-paced online learning materials with interactive instructor-led options. What makes Sugar University *so* unique is that 80% of our training offerings are available at no charge.

SugarCRM's self-paced, online library enables you to learn at your schedule.

How Do I ... Guides contain detailed step-by-step instructions on how to complete key activities within Sugar. The *Show Me ...* Videos provide an audio and visual demonstration to "show you" how to complete a task or activity.

Sugar University also offers a variety of live and recorded courses that help Sales, Marketing and Admin users be productive in Sugar from the start. These learning sessions consist of seminars and workshops.

Seminars are available live online and recorded, and include role-based instruction with product demonstrations and Q&A. End User seminars are available at no charge and generally last 45 - 60 minutes.

Workshops are always delivered as live sessions. Expert instructors provide key product knowledge, best practices and proven tips and tricks on advanced topics using a combination of lectures, application demonstrations, and hands-on exercises. Workshops are delivered online, generally last 2 – 3 hours, are limited to 10 participants per session, and are available for a fee.

For fee-based training, purchase Sugar Learning Credits from the Sugar Store, and then spend them to attend your workshops. Sugar Learning Credits are also sold in discounted Learning Packs, which provide you all the credits you need for Administrator, Sales Operations, or Marketing Operations workshops.

Want to know more? Just go to <http://university.sugarcrm.com>.

And that's your 60 Second Sugar Snippet. Goodbye!