|  |  |  |
| --- | --- | --- |
| **Client WebEx Training Schedule  November – December 2012** | | |
| **DATE** | **WebEx Session** | **PRESENTER** |
| November 7th  from 12pm – 1pm EST | **RMEx**: Overview - Diagnosing & Curing the Health of your Collection Process Series   * The triage – what are your symptoms? * What tests need to be performed? * Analyzing the tests results * Understanding the diagnosis | Ranjan D |
| November 14th from 12pm – 1pm EST | **RMEx**:  Measuring Your Client’s Profitability | Delight |
| November 20th from 12pm – 1pm | **RMEx: Town Hall – Client Q&A on Diagnosing & Curing the Health of Your Collection Process** | Delight / Pat |
| November 28th  from 1pm – 2p EST | **RMEx**: Targeting Your Collector’s Strengths & Weakness to Increase Your Bottom Line | Debbie |
| December 5th  from 1pm – 2pm EST | **RMEx**: Contacts – Getting the Biggest Bang For Your Buck! | Delight/Pat |
| December 18th  from 12pm – 1pm EST | **RMEx**: Maximizing Your Revenue Utilizing Third Party Vendors | Delight |
| January 16th from 12pm – 1pm EST | **RMEx**:  Accurate Data Management Equals Greater Profitability | Debbie |
| January 23rd from 1pm – 2pm EST | **RMEx**: Building A Better Blue Print For Your Data Interfaces | Debbie |
| January 29th from 1pm – 2pm EST | **RMEx**: Are You At The Top Of The Technology Ladder Or Are You Still In The Dark Ages? | Pat (Steve and/or Jeff) |

Unscheduled Weeks:

Week of 12/25 & 12/31 – before/after -Christmas/New Year’s holiday weeks – high volume of clients on vacation

Second week of January – high vacation week/clients returning from holidays