



Correspondence Management Specialist

The Correspondence Management Solution centralizes and manages the creation, assembly and delivery of secure, personalized, and interactive correspondences. It enables you to quickly assemble correspondence from both pre-approved and custom-authored content in a streamlined process from creation to archival. As a result, your customers get the right communication at the right time in the right way: timely, accurate, convenient, secure, and relevant. Your business maximizes the value of customer interactions and minimizes cost and risk with a process that is streamlined for ease, speed, and productivity.

Target audience: Business people who need to learn how to create layouts, assets, and letters with the Correspondence Management Solution. Students do not need any previous experience.

Objectives

After completing this course, the participant will be able to:

- Create a Namespace and Tag
- Create a Layout in Adobe Designer
- Upload a Layout to Correspondence Management
- Create and modify data dictionaries
- Create and modify text fragments
- Create and modify list fragments
- Create and modify conditionals
- Create and modify layout fragments
- Create and modify letters
- Understand how a post process is used
- Upload a letter to a post process

Course materials

- *Correspondence Management Specialist Student Manual (50 pages)*

Agenda: Day 1

- 🕒 Morning Session (9 a.m.–Noon)
 - Introduction
 - User Interface Concepts
 - The Taxonomy

- 🕒 Lunch (Noon–1 p.m.)

- 🕒 Afternoon Session (1–5 p.m.)
 - Layouts
 - Data Dictionaries
 - Text Fragments

Agenda: Day 2

- 🕒 Morning Session (9 a.m.–Noon)
 - List Fragments
 - Conditionals
 - Layout Fragments
 - Letters

- 🕒 Lunch (Noon –1 p.m.)

- 🕒 Afternoon Session (1–5 p.m.)
 - Letters
 - Post Processing