Overview

Course Code: WBT-4842-0
Course Length: 2 Hours

In this process-based course, you will learn about the Windchill Customer Experience Management solution for the uniform capture, codification, and processing of all customer feedback, including complaints. The course begins with introductory materials about Windchill and Windchill Customer Experience Management and then focuses on the Windchill Customer Experience Management process. You will review the primary process for a Customer Experience object by taking on multiple roles to create and evaluate the Customer Experience object, create general and product activities, complete the assigned activities and complete the Customer Experience object summary and review.

At the end of each module, you will complete a set of review questions to reinforce critical topics from that module. At the end of the course, you will complete a course assessment in PTC University Proficiency intended to evaluate your understanding of the course as a whole.

This course has been developed using Windchill 11.0 F000.

Course Objectives

- Understand the basics of Windchill and Windchill Customer Experience Management.
- Understand the Customer Experience Management process in Windchill Customer Experience Management.
- Create a new Customer Experience object.
- Evaluate a Customer Experience object.
- Assign general and product activities to a Customer Experience object.
- Complete all general and product activities.
- Complete summary and review details for a Customer Experience object.
Prerequisites

- Basic browser and Web navigation skills
- Basic understanding of product management processes and deliverables

Audience

- This course is intended for any Windchill Customer Experience Management user requiring guidance for using Windchill Customer Experience Management. People in related roles will also benefit from taking this course.
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