

NAVIS University Curriculum

No.	Date Available	Level	Topic	Test Name - Required for Certification	ATN	Agent	Recommended Audience
1	Complete	1	Introduction to NAVIS	None	N/A	N/A	All
2	Complete	1	Introduction to Dashboard and ELM	Test 1: Intro to Dashboard and ELM	N/A	core	Reservation Agents, Reservation Manager
5	Complete	1	Call and Lead Compliance	Test 2: Call and Lead Compliance	core	core	Reservation Agents, Reservation Manager
6	Complete	1	Lead Management Session 1	Test 3A: Lead Management 1	N/A	core	Reservation Agents, Reservation Manager
7	Complete	2	Lead Management Session 2	Test 3B: Lead Management 2	core	core	Reservation Agents, Reservation Manager
8	Complete	2	Call Scoring and Monitoring	Test 4: Call Scoring and Monitoring	core	elective	Reservation Agents, Reservation Manager
9	Complete	1	Increasing Revenue	Test 5: Increasing Revenue	elective	elective	Reservation Agents, Reservation Manager
10	Complete	1	Sales Training 1 - Asking the Right Questions	Test 6: Sales Training 1	N/A	core	Reservation Agents, Reservation Manager
11	Complete	2	Sales Training 2 - How to Sell in this Market	Test 7: Sales Training 2	core	core	Reservation Agents, Reservation Manager
12	Complete	3	Leveraging Your Weekly KPI Report	Test 8: KPI Report	core	N/A	Reservation Manager, GM/Stakeholder
13	Complete	1	Internal Service Environment Leads to Sales	Test 9: Internal Service Leads to Sales	elective	N/A	Reservation Manager, GM/Stakeholder
14	Complete	2	Coaching Your Reservation Sales Agents	Test 10: Coaching	core	N/A	Reservation Manager, GM/Stakeholder
15	Complete	2	Incentive Programs	Test 11: Incentive Programs	core	N/A	Reservation Manager, GM/Stakeholder
16	Complete	2	Marketing Analytics	Test 12: Marketing Analytics	elective	N/A	Marketing Manager, GM/Stakeholder
17	Complete	2	Social Marketing	Test 13: Social Marketing	elective	N/A	Marketing Manager
18	Complete	3	Weekly NAVIS System Metrics Review	Test 14: Performance Meeting	core	N/A	All Management
19	Complete	2	Email Best Practices	Test 15: Email Best Practices	elective	elective	Marketing Manager, Reservation Manager
20	Complete	2	Outbound Sales / Lead Follow Up	Test 16: Outbound Sales	elective	core	Reservation Agents, Reservation Manager
21	Complete	2	Total Website Integration	Test 17: Total Website Integration	elective	elective	Marketing Manager, GM/Stakeholder

Live Webinars will be posted on website within one week of the live date.
Please contact your Client Advocate regarding NAVIS University Certification.