



## DIGITAL SOLUTIONS

# SYNERGI LIFE CASE HANDLER TRAINING

Course code: SY-05  
Duration: 1 day

Prerequisite:  
No previous Synergi Life  
knowledge needed.

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### DESCRIPTION

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Learn the basic general case handling in Synergi Life.

If you are to receive initial reports from basic reporters, you will need to know how to process the case and make sure that the workflow you have in your organization is followed also in Synergi Life.

The following topics are covered:

- Introduction to the concept of Synergi Life
- Handling cases from basic reporters' and case handler's point of view
- Risk classification and cause analysis
- Action follow-ups

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### LEARNING OBJECTIVES

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The course will enable you to perform high-quality case handling in Synergi Life.

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### TARGET GROUP

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Users of Synergi Life.