

Cimpl University: Become a Cimpl Master



Management Training

Learn Industry Best Practices and Master Cimpl.

Cimpl University equips you and your team with the knowledge needed to get the most out of using Cimpl. It is a set of online self-paced courses designed to help you master the features and functionalities of Cimpl through the application of industry best practices and step-by-step demonstrations. Cimpl University is designed for the time-minded person wanting to manage their environment more effectively.

On-Demand Training

You are not limited by your schedule. You can easily access any course at any time from anywhere. It is only a click away.



Access Expert Knowledge

Have questions or need specific advice? For the duration of your course(s), you have access to the Cimpl Trainer by email.



Improve Your Skills

We help you shorten your learning curve. We equip you with the knowledge you need to apply industry best practices and elevate your skills.

Upland Cimpl has made it easy for you.

When you enroll into Cimpl University, your purchased credit bundle can go a long way. You can apply the credits to one of the course pack focused on your role or to the results you want to achieve. You can even choose to apply the credits to some of our quick sessions if you need a refresher or interested in a specific topic.

Become a Cimpl Master with 8 credits!

All you need to get started are 8 credits. Get started with the basics and work your way through your journey at becoming a Cimpl Master.



Basics for Employees & Managers

Designed specifically for everyone that will be using Cimpl in any role. Learn the basics about Dashboard, Self-Service & Employee Reports. This is the foundational course to start off your journey with Cimpl. **[1 Credit]**



MACD Management

Great for anyone that manages the day to day activities in Cimpl. Learn the best practices on achieving and maintaining an accurate inventory while keeping your telecom costs in check. **[5 Credits]**



Administrator and Configuration

Designed for the administrator of Cimpl. You will delve into the configuration modules of Cimpl and gain the skills required to enhance the level of automation for approvals and workflows. **[3 Credits]**

Additional Courses you can take.

Don't have time to take full courses? Or, need a quick refresher on certain sections of Cimpl, register for our "À la carte" courses focusing on the following topics:

- + Inventory Management: includes inventory-based actions, workorder processing & quotations
- + Request and workflow configuration: learn how to configure your requests and workflows
- + Configuration: providers, service types, plans, options, hardware catalog
- + Provider portal: specifically for Providers – their own scaled-down version of Cimpl
- + Processing discrepancies: includes dispute management
- + Executive Analytics Report: learn how to configure the Executive Report and send it to your executive team
- + Send invoice: includes how to address contested invoices
- + Contract management: learn how to manage your contracts all in one place
- + Managing Users and Roles: learn the ins and outs of creating roles and managing your users

How does it work?

It is very simple. You enroll, purchase a credit bundle and get started with the course of your choice. We've got a wide selection of credit bundles and we can help you select the plan that works for your organization.

Here are a few details:

- + Purchased credits may be used by anyone in your organization
- + Bundles available range from 10 to 100 credits
- + Courses value varies between 1 to 5 credits
- + Access on-demand courses for up to 2 months

How do I purchase Credit Bundles?

- + Contact your Customer Success Manager or your Support Representative
- + Sign up directly on our Website

Product Name	Product Code	Number of Credits	Pricing
Cimpl Training Mini Bundle	CMP-TRAINING-10CR	10	\$1,125.00 CAD
Cimpl Training Small Bundle	CMP-TRAINING-25CR	25	\$2,670.00 CAD [5% Discount]
Cimpl Training Medium Bundle	CMP-TRAINING-50CR	50	\$5,000.00 CAD [10% Discount]
Cimpl Training Large Bundle	CMP-TRAINING-100CR	100	\$9,500.00 CAD [15.5% Discount]

Terms of purchase:

- + Credits purchased are valid for 1 year, except 100 credit bundles, which must be used by the end of the contract term
- + Unused credits are non-refundable
- + Credits cannot be used for custom videos or user guides

To learn how Upland can help your Cimpl education, visit uplandsoftware.com/cimpl/cimpl-resources/university/

About Upland Software

Upland Software (Nasdaq: UPLD) is a leader in enterprise work management software. Upland's four enterprise clouds enable thousands of organizations to engage with customers on key digital channels, optimize sales team performance, manage projects and IT costs, and automate critical document workflows. All of Upland's clouds are backed by a 100% customer success commitment and the UplandOne platform, which puts customers at the center of everything we do. To learn more, visit www.uplandsoftware.com.