

RESERVATION MANAGER GUIDE

Knowledge Base

NAVIS University

HUB

Contact Support

Contact Education

GETTING STARTED

- Logging-in [Article](#)
- Getting Started eLearning [Article](#) [NAV-U](#)
- Agent Training Packet [Article](#)
- New Agent Hands-on Training Guide [Article](#)
- RSM Success Strategies [Best Practices](#)
- Res. Sales Suite Reports Guide [Article](#)
- HUB Quick Reference Guide [Article](#)
- Action Center Definitions [Article](#)
- Lead Grid Icons/Buttons [Article](#)
- Team Chat [Article](#)

ADDITIONAL RESOURCES

- Creating New Users [Article](#)
- User Access Guide [Article](#)
- Res. Sales Suite Best Practice Guide [Best Practices](#)
- NAVIS Res. Manager Certification [Article](#) [NAV-U](#)
- Monitoring Follow Up and In-Process Leads [Article](#)
- Filtering Leads [Article](#)
- Listen to Calls [Article](#)
- Monitoring Calls [Article](#)
- Assigning Leads [Article](#)
- Scoring and Coaching 101 [Article](#) [Best Practices](#)
- Setting-up a Coaching Session [Article](#)
- Updating Coaching Sessions [Article](#)
- Viewing Prior Coaching Sessions [Article](#)