

# RESERVATION AGENT GUIDE

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[NAVIS University](#)
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[Contact Support](#)
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## GETTING STARTED

- [Logging-in](#) [Article](#)
- [Agent Training Packet](#) [Article](#)
- [Getting Started eLearning](#) [Article](#) [NAV-U](#)
- [HUB Quick Reference Guide](#) [Article](#)
- [Action Center Definitions](#) [Article](#)
- [Lead Grid Icons/Buttons](#) [Article](#)
- [Team Chat](#) [Article](#)
- [Fixing Compliance Issues](#) [Article](#) [NAV-U](#)

## ADDITIONAL RESOURCES

- [Agent Certification](#) [Article](#) [NAV-U](#)
- [Creating New Leads Res. Sales Suite](#) [Article](#)
- [Creating New Leads in HUB](#) [Article](#)
- [Deleting/Merging a Lead](#) [Article](#)
- [Setting Follow-up Appointments](#) [Article](#)
- [Accessing Coaching Session](#) [Article](#)
- [Self-Scoring Template](#) [Article](#)
- [Managing Outbound Calls](#) [Article](#)
- [Outbound Selling Strategies](#) [Article](#)

## TROUBLESHOOTING

- [NAVIS University - Managing Pop-Ups](#) [Article](#)
- [Managing Pop-Ups & Notifications for HUB](#) [Article](#)

**Note:** Reservation Agents are not enrolled in the entire Agent Certification until the week of implementation. This link will become active at this time. Until then, agents should complete the Getting Started eLearning courses.