

Course description

F349e cBOL training

Course duration

The duration is approximately 60 minutes, depending on the personal experience of the user and the study place.

Course type

Internet course.

Course goal

The aim of this course, which describes the main functionalities offered by cBOL, is to instruct users so that they can autonomously utilize the application to its full potential.

Student profile

Possible user-types who can benefit from taking this course are: customers, personnel of local sales companies or distributors, order handling colleagues and internal ABB or external sales, administration and logistics staff.

Prerequisites

No prerequisites are required.

Course description

The course is composed of various modules, each one describing specific functionalities that cBOL offers.

Main topics

- How to request enablement to cBOL
- How to login to cBOL
- What to do in case of a blocked user-id or forgotten password
- Overview of the main functionalities:
 - Checking product availability
 - Order creation and placement
 - Order tracking
 - Order expediting
 - Urgent order services
 - Accessing commercial and administrative electronic documents
 - Account management
 - User management

The screenshot shows the ABB Business Online (cBOL) web application. At the top left is the ABB logo with the tagline "Power and productivity for a better world™". The navigation bar includes links for Home, About ABB, Products and services, News center, Careers, Investor center, and My ABB. Below the navigation bar, there are links for My ABB home page, Technical Partners, and Business Online (cBOL). The main content area is divided into several sections:

- Business OnLine (cBOL)**: A sidebar menu with options like Customer Support, Availability Check, Shopping List, Order Management, Multiple Product Entry, Service Level, Fast services, News Archive, My Documents, Special Price, and Account Management.
- Account (Change):**: A form with fields for Product Code, Qty, and a dropdown for Select Action, with an OK button and a View Cart (1 items) link.
- Last Orders**: A table with columns for Purchase Order No., ABB Order No., Created by, Order via, and Created. The table contains five rows of order data.
- Available Languages**: A dropdown menu for selecting a language.
- My Contacts**: A section for managing contacts.