Course Agenda: Bitrix24 Train the Trainer – Workflow Automation

Course Code: IZBIT-TOT-02

Course Description:

This advanced training program is designed for certified Bitrix24 partners and other IT Support Enginenrs and consulatants who want to master workflow automation and customization. Participants will gain hands-on experience in creating complex workflows, implementing smart process automation, and developing custom solutions. The course covers automation rules and best practices for optimizing client implementations.

Core Automation & Workflows

1. **Advanced Workflow Fundamentals**
   - Understanding workflow architecture in Bitrix24
   - Creating multi-step workflows from scratch
   - Conditional logic and branching in workflows
2. **Smart Process Automation**
   - Designing end-to-end business process automation
   - Integrating workflows across modules (CRM, Tasks, Documents)
   - Error handling and exception management
3. **Automation Rules Deep Dive**
   - Trigger configurations and event-based automation
   - Advanced rule conditions and actions
   - Monitoring and debugging automation

Customization & Optimization

1. **Custom Fields & Data Structures**
   - Creating and managing custom fields
   - Data validation and formatting rules
2. **Performance Optimization**
   - Workflow efficiency best practices
   - System resource management
   - Troubleshooting common automation issues

Implementation & Certification

1. **Real-World Case Workshop**
   - Designing automation for complex business scenarios
   - Group exercises and solution presentations
2. **Client Implementation Strategies**
   - Requirements gathering for automation projects
   - Change management and user adoption
3. **Certification Project & Q&A**
   - Final assessment and project review
   - Certification award and next steps

Post-Training Requirements:

- Complete and present a workflow automation project within 2 weeks
- Pass practical assessment with 80% score for certification

Prerequisites:

- Completion of Bitrix24 Partner Enablement (ToT) course
- Basic understanding of business process automation

Delivery Method:

- Interactive virtual sessions with hands-on labs
- Real-world case studies and group exercises
- 1:1 mentoring sessions available