

iSupport[®] Training Course

CONFIGURING THE ISUPPORT END USER DESKTOP

DESCRIPTION:

iSupport's flexible self-service interfaces can dramatically reduce the workload of your service desk personnel. Create one or many End User Desktops and enable customers or distinct customer groups to view unique FAQs, search knowledge bases, submit and view incidents, view informational headlines, and access web-based content to reduce the number of calls into your help desk. This course typically runs up to one and a half hours.

TOPICS COVERED:

Functionality Available on the End User Desktop
Targeting Different Customer Groups with Multiple Interfaces
Configuring Functionality for Use on the End User Desktop
Configuring an End User Desktop Interface
Increasing Security on the End User Desktop
Q&A as Needed

COST: \$300 per seat
LOCATION: Online
SCHEDULE: 2-5 days in advance

CONFIGURING THE ISUPPORT END USER DESKTOP

AGENDA:

Overview of iSupport's End User Desktop Functionality

Functionality Available on the iSupport End User Desktop

- Login/Password Change
- Registration
- Submitting and Viewing Incidents/Using Templates
- Viewing Problems/Creating Associated Incidents
- Submitting and Viewing Changes
- Viewing Knowledge Entries and Frequently Asked Questions
- Viewing Headlines and FAQs
- Accessing RightAnswers and URLs

Targeting Different Customer Groups With Multiple Interfaces

Configuring Functionality for Use on the End User Desktop

- Entering Headlines and FAQs
- Creating Incident and Change Templates
- Entering Knowledge Entries
- Creating Change Templates
- Entering Problem Records

Configuring an End User Desktop Interface

- Specifying the URL, Theme, and Login Options
- Setting Authentication and Group Access Options
- Setting Up the Home Page
- Including Links on the Navigation Frame
- Configuring Incident Display and Submission Options
- Configuring Problem Display Options
- Configuring Change Display and Submission Options
- Copying an End User Desktop Interface
- Creating a Virtual Directory for an End User Desktop Interface
- Creating Display Themes

Increasing Security on the End User Desktop

Q & A as Needed