

iSupport[®] Training Course

SETTING UP MULTIPLE SUPPORT CENTERS AND LOCATIONS

DESCRIPTION:

Does your support desk need to cover multiple service centers and locations? This course will instruct users how to configure a single instance of iSupport to easily accommodate numerous support centers, locations, or individual business units while protecting the information shown to be relevant to only the users of those respective units. This course typically runs up to 2 hours.

TOPICS COVERED:

- Creating Multiple Locations and Service Centers
- Using Groups for Access and Routing
- Using SLAs With Different Time Zones
- Configuring the Support Representative Profile
- Configuring End User Access
- Q&A as Needed

COST: \$350 per seat
LOCATION: Online
SCHEDULE: 2-5 days in advance

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AGENDA:

Support Representative Profiles

- Setting up Groups
 - o Creating a group
 - o Assigning permissions to the group

- Setting up Locations
 - o Creating Locations
 - o Applying the time zone (time zones for locations are for display purposes only)

- Setting up Support Centers
 - o Creating a Support Center
 - o Defining the Default Support Center
 - o The effect of applying time zones

- Creating/Configuring a Support Representative Profile
 - o Support Center
 - o Location
 - o Group

Customer Profiles

- Setting up Groups
- Assigning a customer to a group

Setting up Support Representative Routing

- Configuring Standard and Load Balance Routing

Applying Group Access

- Categories
- Assets

Setting up the End User Desktop Access for Multiple Locations

- Creating Unique End User Desktop Interfaces
- Defining End User Desktop access by groups
- Defining incident ticket routing by location

Putting it together

- Creating and routing an incident ticket
- Creating an incident ticket on the End User Desktop

Q & A as Needed