

# iSupport<sup>®</sup> Training Course

## USING iSUPPORT'S SERVICE CONTRACTS

### **DESCRIPTION:**

Create and manage service contracts for your customers. Track and restrict incidents and changes for customers, companies, and/or assets. Set up contracts based on work item count (a specified number of incidents and/or changes), hourly count (a specified number of hours), duration (timeframe in days), or both (limiting the number of incidents and/or changes within a specified daily timeframe). This course typically runs up to three hours.

### **TOPICS COVERED:**

Configuring Service Contracts  
Service Contract Options  
Using Templates with Service Contracts  
Displaying Service Contracts on the End User Desktop  
Q&A as Needed

COST: \$550 per seat  
LOCATION: Online  
SCHEDULE: 2-5 days in advance

## USING iSUPPORT'S SERVICE CONTRACTS

### AGENDA:

#### **Configuring Service Contracts**

- Service contract configuration and permission options.

#### **Service Contract Options**

- Statuses (active, inactive, suspended, expired).
- Types – hourly or work item (incident/change) based.
- Assigning contracts to customers, companies, and/or assets.
- Enabling functionality with incidents and/or changes.
- Allowing courtesy incidents and/or changes.
- Custom fields and custom numbering.
- Configuring notifications.
- Hours of Operation, Blocked Dates, and Duration.
- Scheduling the service contract agent to check for expired contracts.
- External and Internal Contacts.

#### **Service Contract Templates**

- Creating a service contract template.
- Template notifications.

#### **Displaying Service Contracts on the EUD**

- Configuring service contracts to display on the EUD.
- Viewing service contracts on the EUD.

#### **Q & A as Needed**