

CONFIGURING SERVICE LEVEL AGREEMENTS

DESCRIPTION:

One of the keys to enabling your company to provide excellent customer service on a consistent basis is your understanding and architecture of service level agreements. These contracts set expectations and have a major impact on your customer's satisfaction. In this course you will gain an understanding of various types of agreements, as well as key features impacting your agreements such as notifications, approval cycles, and reporting. This course typically runs up to three hours.

TOPICS COVERED:

- Overview of Priority-Based and Reassignment-Based Service Level Agreements
- Overview of Default and Custom SLAs
- Configuring a Priority-Based Service Level Agreement
- Configuring a Reassignment-Based Service Level Agreement
- Configuring Notifications, Agents, and the Defining Outgoing SMTP (Mail) Server Parameter
- Assigning Custom SLAs to Categories, Customers, Companies, Hierarchy, Incident, and Change Templates
- Viewing SLA Information in the Incident and Change Screens
- Escalation Views and Reports
- Associating Approval Cycles
- Q&A as Needed

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

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AGENDA:

Overview of Service Level Agreements

- "None" as an escalation type – for notifications only
- Priority-based escalation – incident ticket remains with the same support rep
- Reassignment escalation – incident ticket routed to another support representative

Overview of Default and Custom SLAs

- Default SLA created when notifications are enabled via the Configuration Wizard
- Custom SLAs for customer profiles, companies, category combinations, templates

Configuring a None Service Level Agreement

- Setting the Basics
- Selecting Notifications and Warnings

Configuring a Priority-Based Service Level Agreement

- Setting the Basics
- Selecting Notifications and Warnings
- Setting the Auto Increment SLA time limits
- Setting Incident Closure

Configuring a Reassignment-Based Service Level Agreement

- Setting the Basics
- Selecting Notifications and Warnings
- Setting the Auto-Reassignment SLA time limits
- Setting Incident Closure
- Setting Approvals

Assigning Custom SLAs to Categories, Customers, Hierarchy, Incident and Change Templates

- Assigning SLAs to categories and customers
- Assigning SLAs to incident/change/hierarchy templates

Viewing SLA Information in the Incident and Change Screens

- Effective SLA link displays hours of operation and expected vs. actual escalation
- History tab displays SLA events

Escalation Views and Reports

- Open incidents by next escalation date
- Open incidents by priority and next escalation date
- Open incidents by hours remaining until next escalation
- Suspended incident views

Associating Approval Cycles

- Creating approval cycles
- Associating approval cycles with customers, categories, and companies

Q & A as Needed

* Agenda subject to change at presenter's discretion