

iSupport® Training Course

iSUPPORT FUNCTIONALITY OVERVIEW

DESCRIPTION:

From incidents to change, assets to knowledge, this overview course will give you a good look at the functional areas you need to know to optimize your usage of the iSupport application. This course typically runs up to six hours.

TOPICS COVERED:

Support Representatives

Support Centers and Locations
Groups, Permissions, and Skills

Companies and Customer Profiles

Directory Integration
Groups
Approvals and SLAs

Service Level Agreements

Escalation Time Frames
Reassignment-Based and Priority-
Based Escalation
Notifications
Approvals

Incident Configuration

Categories
Defaults, Fields, and Prompts in the
Incident Screen
Custom Fields and Statuses
Routing
Email Processing
Scheduled Tickets
Approvals
Auto-Close, Auto-Fill, and Hierarchy
Templates

Problem Management

Problem Records
Configuration Options
Publishing to the End User Desktop

Change Management

Change Records
Templates
Approvals
Configuration Options

Knowledge Management

Knowledge Entries
Approvals
RightAnswers
Headlines and FAQs

Assets

Asset Types
Groups
Asset Records
Dynamic Scans
Inventory Scans
Scan Comparisons
Scan Maintenance

Correspondence Templates

Including Fields with iSupport Data

Surveys

Creating Survey Questions
Setting Up Distribution Options

SQL Reporting

Creating Ad-Hoc SQL Reports
Using iSupport Data Models

The End User Desktop

Creating and Customizing the Interface
Authentication and Access
Including Links for Viewing and
Submitting Incidents, Problems,
and Changes
Searching for Knowledge Entries
Displaying Headlines and FAQs

Miscellaneous Administrative Tasks

Backups
Incident Data Override
Customer Data Integration
Authentication

Administration

Agents
Diagnosis Reports
Event Log Entry Notifications
Global Configuration

COST: \$1,100 per seat

LOCATION: Online

SCHEDULE: 2-5 days in advance