

iSupport[®] Training Course

BASIC iSUPPORT CONFIGURATION

DESCRIPTION:

Harnessing the full power of iSupport often begins and ends with understanding the configuration options that are available to you. This comprehensive overview will walk you through the configuration screens in iSupport to give you insight on major and minor configuration options that will streamline your usage of the application. This course typically runs three to four hours depending on your requirements.

TOPICS COVERED:

- Using the Global Configuration Screen
- Setting Up Groups
- Setting Up Support Centers and Locations
- Setting Up Support Representative Profiles
- Configuring Incident Management Options
- Setting Up Categories
- Configuring Service Level Agreements and Notifications
- Enabling Agents, Viewing Diagnostic Reports and the Event Log
- Q&A as Needed

COST: \$750 per seat
LOCATION: Online
SCHEDULE: 2-5 days in advance

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AGENDA:

Using the Global Configuration Screen

- Rep, EUD, and Survey URLs
- Enabling functionality

Setting Up Groups

- Permissions and routing
- Define groups with functional names;
- Primary vs additional group membership
- Related asset groups restrict assets to reps

Setting Up Support Centers and Locations

- Support centers define business hours for escalation
- Locations used for routing and for date/time display

Setting Up Support Representative Profiles

- Individual assignment of permissions, groups, skills

Configuring Incident Management Options

Setting Up Categories

- Building a Working Structure
- Setting specific values to a category

Configuring Service Level Agreements and Notifications

- SLAs associated with customers, companies, categories, approval cycles, templates
- Notifications driven from SLAs
- Order of precedence

Enabling Agents, Viewing Diagnostic Reports and the Event Log

Q & A as Needed