

iSupport[®] Training Course

SUPPORT REPRESENTATIVE TRAINING

DESCRIPTION:

The value of a proper implementation and configuration of your iSupport installation can be greatly reduced if its usage isn't optimized by support reps who understand how to use the solution to its fullest capabilities. This course will provide thorough and insightful training from the support representative's perspective. Empower your staff to fully leverage iSupport. This course typically runs up to three hours.

TOPICS COVERED:

- Incident Ticket Creation Methods
- Configuration Options
- Exploring the Support Rep Desktop
- Exploring Incident Tickets
- Ad-hoc Approval Cycles
- Using the Knowledge Base
- Support Representative Reports
- Q&A as Needed

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

iSupport[®] Training Course

SUPPORT REPRESENTATIVE TRAINING

AGENDA:

Incident Ticket Creation Methods

Configuration Options Overview

The Support Representative Desktop

- Home tab
- Views tab
- Preferences
- Availability
- Logout
- Incident tickets
 - o Overview of screen layout
 - o Selecting customers
 - o Reviewing customer profile
 - o Selecting categories
 - + Knowledge search based on categories
 - + Custom fields
 - o Entering issue description
 - o Using templates
 - + Incident
 - + Hierarchy
 - o Adding work history
 - + Incident
 - + Customer
 - o Sending an email
 - o Assets
 - o Scans
 - o Routing an incident ticket
 - o Ticket scheduling
 - o Attachments
 - o Others to Notify
- Using an Ad-hoc Approval Cycle
- Closing an incident ticket
 - o Resolution
 - o Knowledge Base entry
- Reopening a closed ticket
- Searching the Knowledge base
- Searching archived tickets
- Reports
- Monitoring your ticket queue
- Monitoring the incoming ticket queue

Q & A as Needed

* Agenda subject to change at presenter's discretion