



BMC Remedyforce: Fundamentals of Mobile Application (WBT)

COURSE ABSTRACT

COURSE CODE

- » SPPT-RFMA-2019

PRODUCT RELEASE

- » BMC Remedyforce

DELIVERY METHOD

- » Web-based Training (WBT)

COURSE DURATION

- » 1.5 Hours

TARGET AUDIENCE

- » Remedyforce application staff users

PREREQUISITES

- » N/A

Course Overview

The *BMC Remedyforce: Fundamentals of Mobile Application (WBT)* online course is designed for BMC Remedyforce staff users. This self-paced course introduces participants to the features of the BMC Remedyforce mobile application.

This course explains the concepts and procedures for managing Incidents and Tasks using the mobile application. These concepts and procedures will help staff users to perform various actions such as creating Incidents and Tasks, viewing Broadcasts and knowledge articles by accessing Remedyforce on hand-held devices.

Course Objectives

- » Create and manage Incidents and Tasks using the BMC Remedyforce mobile application
- » View service targets and action history for a record
- » View Broadcasts
- » Link knowledge articles and Tasks to an Incident



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COURSE ACTIVITIES

- » Presentations
- » Demonstrations
- » Quizzes

ACCREDITATION AND CERTIFICATION PATHS

- » NA

DISCOUNT OPTIONS

- » NA
- » Contact us for additional information 

Course Modules

Module 1: Working with Incidents and Tasks

- » Lesson 1: Working with Incidents
- » Lesson 2: Working with Tasks

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