



# BMC Remedyforce Winter 2015: Using the Mobile Application

## COURSE ABSTRACT

### COURSE CODE

» SPPT-RFMA-0100

### PRODUCT RELEASE

» BMC Remedyforce Winter 2015

### 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 Winter 2015: Using the Mobile Application* 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 ABSTRACT

### COURSE ACTIVITIES

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- » Presentations
- » Demonstrations
- » Quizzes


### CERTIFICATION PATH

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- » NA

### DISCOUNT OPTIONS

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- » 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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