

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

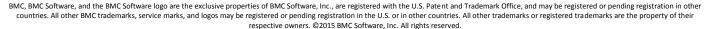
Course Overview

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 ACTIVITIES

- » Presentations
- » Demonstrations
- » Quizzes

CERTIFICATION PATH (§)

» NA

DISCOUNT OPTIONS (§)

- » NA
- » Contact us for additional information <a>§

Course Modules

Module 1: Working with Incidents and Tasks

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

