



BMC Remedyforce Winter 2015: Reports and Dashboards

COURSE ABSTRACT

COURSE CODE

- » SPPT-RFRD-0100

PRODUCT RELEASE

- » BMC Remedyforce Winter 2015: Reports and Dashboards

DELIVERY METHOD

- » Web-Based Training (WBT)

COURSE DURATION

- » 2 Hours

TARGET AUDIENCE

- » Remedyforce application administrators

PREREQUISITES

- » N/A

Course Overview

The *BMC Remedyforce Winter 2015: Reports and Dashboards* online course is designed for BMC Remedyforce administrators. This self-paced course introduces participants to the features of Reports and Dashboards.

This course explains the concepts and procedures related to the reports and dashboards in BMC Remedyforce. These concepts and procedures will help administrators to configure reports and dashboards for their organization.

Course Objectives

- » Create and manage the BMC Remedyforce dashboard
- » Describe the Salesforce dashboard, the Remedyforce dashboard, and the Out-of-the-box (OOTB) dashboards
- » Configure QuickViews on the Remedyforce dashboard
- » Create custom report types and reports
- » Explain various report formats and the OOTB reports
- » Add formulas to reports

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. All other trademarks or registered trademarks are the property of their respective owners. ©2015 BMC Software, Inc. All rights reserved.



BMC Remedyforce Winter 2015: Reports and Dashboards

COURSE ABSTRACT


COURSE ACTIVITIES

- » Presentations
- » Demonstrations
- » Quizzes

CERTIFICATION PATH

- » N/A

DISCOUNT OPTIONS

- » N/A
- » Contact us for additional information 

Course Modules

Module 1: Working with Reports and Dashboards

- » Lesson 1: Configuring Dashboards
- » Lesson 2: Working with Dashboards
- » Lesson 3: Working with Salesforce Reports

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. All other trademarks or registered trademarks are the property of their respective owners. ©2015 BMC Software, Inc. All rights reserved.