BMC Helix Remedyforce 21.x: Fundamentals of Service Request Management for Administrators (WBT)

COURSE ABSTRACT

COURSE CODE

» SPPT-RFSA-2021-02

APPLICABLE VERSIONS

» BMC Helix Remedyforce 20.21.02

DELIVERY METHOD 🌐

» Web-based Training (WBT)

COURSE DURATION 🌐

» 2 hours

PREREQUISITES

» None

Course Overview

BMC Helix Remedyforce is an IT service management solution that provides incident, problem, change, release, knowledge, service level, service asset configuration, request fulfillment, and service catalog processes. It enables organizations to respond quickly and efficiently to conditions that disrupt business services and minimize downtime.

This course introduces Administrators to the various aspects of Service Request Management. Participants will learn how to configure a Self-Service portal. They will also learn how to manage Service Request Definitions and configure Service Requests, Request Detail Templates, and Approval Processes.

Target Audience

» Administrators

Learner Objectives

» Understand Self-Service portal and its benefits
» Create a domain and a site for the Self-Service portal
» Configure the Self-Service portal
» Describe Service Request Management
» Create and manage Service Request Definitions
» Create templates for use in a Request Definition
» Create an approval process for a Service Request
» Understand Configuration settings for a Service Request
» Understand application settings for a Service Request

For more information about BMC Education Services, visit **www.bmc.com**.

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COURSE ACTIVITIES
» Presentation
» Quiz

BMC DISCOVERY LEARNING PATH 🌐
» **http://www.bmc.com/education/courses/remedyforce-training.html#accordion-0a6be500-6a8f-4278-9643-191686a2b7b0**

ACCREDITATION AND CERTIFICATION PATHS 🌐
» This course is not part of a BMC Certification Path.

DISCOUNT OPTIONS 🌐
» Have multiple students? Contact us to discuss hosting a private class for your organization
» **Contact us for additional information** 🌐

Course Lessons

Lesson 1: Configuring the Self-Service Portal
» Learn about the Self-Service portal and its benefits
» Create a domain and a site for the Self-Service portal
» Configure the Self-Service portal and use Remedyforce Chat
» Provide direct links to Self Service components and display the Salesforce knowledge articles

Lesson 2: Managing Service Request Definitions
» Describe Service Request Management
» Create Service Request Definitions
» Manage Service Request Definitions

Lesson 3: Configuring Request Definitions, Request Detail Templates, and Approval Process
» Create Templates for use in a Request Definition
» Create an approval process for a Service Request
» Describe the configuration settings for a Service Request

» Describe the application settings for a Service Request

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