



BMC Remedyforce: Fundamentals of Service Request Management (WBT)

COURSE ABSTRACT

COURSE CODE

» SPPT-RFSR-2017

DELIVERY METHOD

» Web-based Training (WBT)

COURSE DURATION

» 30 minutes

PREREQUISITES

» NA

Course Overview

BMC Remedyforce is a cloud-enabled service desk with an easy-to-use interface that suits the service needs of many departments. It automates your service desk processes and helps you lower the cost of support operations.

This course explains the concepts and procedures of Service Request Management. These concepts and procedures will help staff users and change managers to create Service Requests in BMC Remedyforce by using Request Definitions.

Target Audience

» Users (Remedyforce application staff users and change managers)

Learner Objectives

- » Explain Service Request Management
- » Describe the components and services of Service Request Management
- » Create Service Requests



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COURSE ACTIVITIES

- » Presentations
- » Simulations
- » Quizzes


BMC REMEDYFORCE LEARNING PATH

- » <http://www.bmc.com/education/courses/remedyforce-training.html#A-3>

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 Modules

Module 1: Using Service Request Management

- » Managing Service Requests

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