



BMC Remedyforce: Fundamentals of Self Service Portal (WBT)

COURSE ABSTRACT

Note: This course was formerly titled, **BMC Remedyforce Summer 2014: Using Self Service Portal (WBT)**

COURSE CODE

» SPPT-RFSS-2018

APPLICABLE VERSIONS

» 20.18.02

DELIVERY METHOD

» Web-based Training (WBT)

COURSE DURATION

» 1 Hour

PREREQUISITES

» NA

Course Overview

The *BMC Remedyforce: Fundamentals of Self Service Portal* online course is designed for BMC Remedyforce client users. This self-paced course introduces participants to the features of the Self Service portal.

It also explains the concepts and procedures that enable learners to manage tickets, create Service Requests, work with approvals, quick links, and Broadcasts in BMC Remedyforce, using the Self Service portal.

Target Audience

» Remedyforce application client users and administrators

Learner Objectives

- » Provide an overview of Self Service Portal
- » Search Self Help articles
- » Manage approvals
- » Explain Service Request Management
- » Create and manage tickets
- » Create Service Requests
- » View and edit your profile information
- » Manage and administer Remedyforce

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COURSE ACTIVITIES

- » Presentations
- » Quizzes

BMC REMEDYFORCE LEARNING PATH

- » <https://www.bmc.com/education/courses/remedyforce-training.html#accordion-0a6be500-6a8f-4278-9643-191686a2b7b0>

ACCREDITATION AND CERTIFICATION PATHS

- » NA

DISCOUNT OPTIONS

- » [Contact us for additional information !\[\]\(609f3372828e3526d7ce4ba9a1b5248e_img.jpg\)](#)

Course Lessons

Lesson 1: Managing Tickets and Service Requests

- » Provide an overview of Self Service Portal
- » Create tickets and
- » Manage tickets

Lesson 2: Managing using Remedyforce Console

- » Configure Remedyforce Console
- » Manage using Remedyforce Console

Lesson 3: Managing the Remedyforce: Administrators

- » Configure Remedyforce Administration
- » Administer using Remedyforce Administration

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