



# BMC REMEDYFORCE SUMMER 2014: USING SELF SERVICE PORTAL

## COURSE ABSTRACT

### COURSE CODE

» SPPT-RFSS-0200

### PRODUCT RELEASE

» BMC Remedyforce: Using Self Service Portal

### DELIVERY METHOD

» Web Based Training (WBT)

### COURSE DURATION

» 2 Hours

### TARGET AUDIENCE

» Remedyforce application client users

### PREREQUISITES

» NA

## Course Overview

The *BMC Remedyforce Summer 2014: Using 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 client users to manage tickets, create Service Requests, work with approvals, quick links, and Broadcasts in BMC Remedyforce, by using the Self Service portal.

## Course Objectives

- » Explain Service Request Management
- » Create and manage tickets
- » Describe the methods to create a ticket
- » Report an issue using common tickets
- » Use the My Cart feature to manage Service Requests
- » Search for requests and templates
- » Use keyboard shortcuts to perform various actions
- » Create Service Requests
- » Search for and view Self Help articles
- » View Broadcasts
- » Use the Chatter feature to share information and submit tickets
- » Manage approvals
- » Use quick links
- » View and edit your profile information

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### COURSE ABSTRACT

#### COURSE ACTIVITIES

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- » Presentations
- » Simulations
- » Quizzes


#### CERTIFICATION PATH

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- » NA

#### DISCOUNT OPTIONS

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- » NA
- » Contact us for additional information 

### Course Modules

#### Module 1: Working with the Self Service Portal

- » Lesson 1: Managing Tickets and Service Requests
- » Lesson 2: Working with Service Requests
- » Lesson 3: Working with Quick Links and Broadcasts

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