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

For additional information about BMC Education Services, please visit us at www.bmc.com/education.

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COURSE ABSTRACT

COURSE ACTIVITIES

» Presentations
» Simulations
» Quizzes

CERTIFICATION PATH 🌐

» NA

DISCOUNT OPTIONS 🌐

» 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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