BMC Helix Remedyforce: Fundamentals for Administrators - Part 1 (WBT)

COURSE ABSTRACT

COURSE CODE

» SPPT-RFFA1-2020

DELIVERY METHOD 🌐

» Web-based Training (WBT)

COURSE DURATION 🌐

» 2 Hours

PREREQUISITES

» NA

Course Overview

This self–paced course introduces participants to the features of BMC Remedyforce administration.

This course explains the concepts and procedures related to the administration and configuration of BMC Remedyforce. These concepts and procedures will help administrators to use the application and configure the essential settings for an organization.

Target Audience

» Remedyforce application administrators

Learner Objectives

» Create and manage users in BMC Remedyforce
» Assign licenses and permission sets to users
» Manage profiles and passwords
» Configure and manage queues
» Configure user settings and application settings in BMC Remedyforce
» Create and link templates
» Create email services, email templates, organization-wide email addresses, workflow rules, email alerts, and field updates
» Use the Global Search feature and knowledge articles

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

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COURSE ACTIVITIES

» Classroom Presentations
» Quizzes
» Demonstration

BMC REMEDYFORCE 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 Modules

Module 1: Configuring Users and Queues

» Lesson 1: Configuring Users and Assigning Licenses
» Lesson 2: Managing Profiles and Passwords
» Lesson 3: Configuring Queues

Module 2: Configuring Application and Application Settings

» Lesson 1: Configuring the Application
» Lesson 2: Configuring Application Settings

Module 3: Creating Timelines, Email Services, and Understanding Knowledge Articles

» Lesson 1: Creating Templates
» Lesson 2: Creating Email Services and Workflow Rules
» Lesson 3: Understanding Knowledge Articles and Global Search

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