

Szkolenie: Micro Focus SMAX200SP - Service Management Automation X: Service Desk



Cel szkolenia:

This course covers how a Service Desk agent uses the Service Management Automation X (SMAX) Agent interface to support the IT needs of a business. SMAX is a new suite designed to simplify the way businesses manage their IT services and assets. It uses the Information Technology Infrastructure Library (ITIL)-compliant IT processes with embedded machine learning and contextual analytics.

Course Scenario:

You are a Service Desk agent and you handle, fulfill, and resolve multiple requests from business users. This course will follow you through the handling and resolution of these requests using SMAX. This course assumes you have not used SMAX before.

This course is intended for:

- IT Service Desk staff

Plan szkolenia:

- Supporting the business by placing and processing different kinds of requests
 - Concepts:
 - Review different types of requests used for different tasks.
 - Demo:
 - Demonstrate how to create and resolve a request.
 - Time: 40 minutes.
- Accessing and contributing to the knowledge base
 - Concepts:
 - Access the knowledge base to resolve tickets. Add more information into the knowledge base.
 - Demo:
 - Demonstrate how to resolve tickets with help from the knowledge base and how to add information to the knowledge base.
 - Time: 30 minutes
- Publishing reports
 - Concepts:

- Create reports and customize your dashboard.
- Demo:
 - Demonstrate how to create a report and add that report to your dashboard.
 - Time: 10 minutes

Poziom trudności



Certyfikaty:

The participants will obtain certificates signed by Micro Focus (course completion).

Prowadzący:

Authorized Micro Focus Trainer.