



HelpMaster Pro User



Helpmaster Pro v8 Training Outline

Course Outline

What you will learn

Efficient and skilled management of Incidents and Service Requests is an essential part of a successful Service Desk. This course will equip Service Desk staff with all the fundamental skills required to deliver quality service through the Helpmaster Pro solution as well as provide an introduction to the ITIL best practice framework.

Outcomes

Students will be able to confidently log and manage jobs, while taking advantage of efficiency and resolution tools within Helpmaster Pro. They will also be able to locate and create configuration items (jobs, customers, sites, assets) in line with their permissions. Students will have an understanding of the business rule and escalation mechanisms that underpin their service delivery commitments. In addition, students will understand the principles of ITIL best practice as it relates to their role.

Who will benefit

Service Desk Officers
Service Desk Managers
System Administrators

Length Half day

Max students 12

Content

ITIL fundamentals for Incident and Service Request Management
Logging a job
The template system
Taking action on a job
Managing your work queue



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Creating customers, sites and assets

Using Knowledge to speed resolution

More resolution tools

Searching

Sending emails

Priority Manager and your work queue

Personalizing your workspace

Reporting and monitoring

Where to go for more Help