



Training Agenda

Course Objectives

SupportCenter Plus is a Customer Service and Support Software. This training will help the Customer Service Manager, Customer Support Staff and administrators a vanguard in implementing and administering a world class customer support solution for their organization.

At the end of the course, you will be able to

- Install and Configure SupportCenter Plus
- Setup and configure Request Management
- Enable Self Service Portal and Knowledge base
- Manage Contracts, Support Plans and SLAs with your clients
- Administer Surveys and Create Reports
- Manage the customer experience.

Who Should Attend

- Administrators, who will take configure and manage SupportCenter in their organization
- Support Representatives, who will be interacting with the customers

Course Agenda

Introduction to SupportCenter Plus

- Overview of the Customer Support Software industry and market
- SupportCenter Plus Overview
- Benefits of SupportCenter Plus
- Different Users in the Segment

Deploying SupportCenter Plus

- Defining and creating different Users of the organization
- Defining Roles, Groups and Categories

- Defining Priorities, Statuses, Levels and Business Rules
- Creating, Importing Accounts and Contacts
- Customizing request template
- Customizing Self Service Portal, Knowledge Base
- Integrating with Microsoft Outlook

Customer Interaction Management

- Creating request through available Channels of communication (Email, Phone, Web and Forums)
- Managing Requests through Business Rules
- Support Staff Notes
- Private and Public conversations
- Threading of conversations
- Notification rules

Account & Contact Management

- How to store, track and manage contact information effectively?
- Defining account hierarchies and assigning contacts for each
- Tracking account associations with respect to product
- Creating and defining account specific solutions
- Creating and Assigning Topic Templates

Contracts Management

- Defining Contracts for Accounts
- Defining Support Plans
 - Hour based, Incident based & Fixed
 - Defining the SLAs & associating them with the Support Plan
- Associating Support Plans with Contracts
- Defining Multiple Contracts based on Products

Self-Service Portal

- Configuring Self-Service Portal by Administrator
- How customer can login, make and track his requests.
- Role of a Primary Account?
- Importance and benefits of deploying Customer Portal.

Solutions

- Defining Topics
- Defining and configuring solutions under different topics
- Defining Account specific topics and views
- How solutions can be tagged and making the search simple.

Reports

- Making standard reports to analyze the customer data based on requests, accounts etc.
- Creating custom reports, matrix reports and query reports.
- Scheduling reports to different users
- Exporting reports in different formats.
- Importance and benefits of reports in the Support Process

Customer Experience Management

- Defining and configuring Surveys
- Creating Surveys
- Analyzing Survey results

Time Entry & Billing

- Making time entries.
- Calculating time spent based on contracts and support plans
- How it will help in customer billing.

The 4 Different Pictures

- How SupportCenter Plus will be in the eyes of Customer, Support Staff, Account Manager and the Administrator.

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About ManageEngine

Powering IT Ahead

ManageEngine is the leader in low-cost, enterprise IT management software and is built by AdventNet Inc. (www.adventnet.com), a software company with a broad portfolio of elegantly designed, affordable products and web services. The ManageEngine suite provides for complete enterprise IT management needs from network management to help desk management to implementing best practices to security management. ManageEngine products are easy to download, install, setup and use and offers extensive support, scalability and customization. More than 100,000 customers from different verticals, industries and sizes use ManageEngine to take care of all their IT management needs without drilling a hole in the expense sheet. For more information, please visit www.manageengine.com.

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