

# ManageEngine Training



SupportCenter Plus

# ManageEngine SupportCenter Plus Training

## 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 ZOHO Corporation

ZOHO Corporation provides affordable software for management and provisioning of complex networks, systems and IT applications. With a broad product portfolio and an active customer base ranging from enterprises, equipment vendors and service providers, ZOHO Corp. has emerged as a very affordable and high-quality alternative to expensive software that is common in this industry. ZOHO Corp. is headquartered in Pleasanton, CA with offices in NJ, NH, India, UK, China and Japan. It has a well-trained partner base around the globe and thousands of customers world-wide.

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