Service Request Management Essentials (Cloud) (SRMEC)

ID SRMEC **Price** 450.— €(excl. VAT) **Duration** 1 days

Delivery in cooperation with catworkx.

Who should attend

Cloud Service-Project Administratoren, Jira Cloud Administratoren, Mitarbeiter eines Service Teams, IT Support Manager, Technical Leads, Kundenservice Manager, Helpdesk Manager

Prerequisites

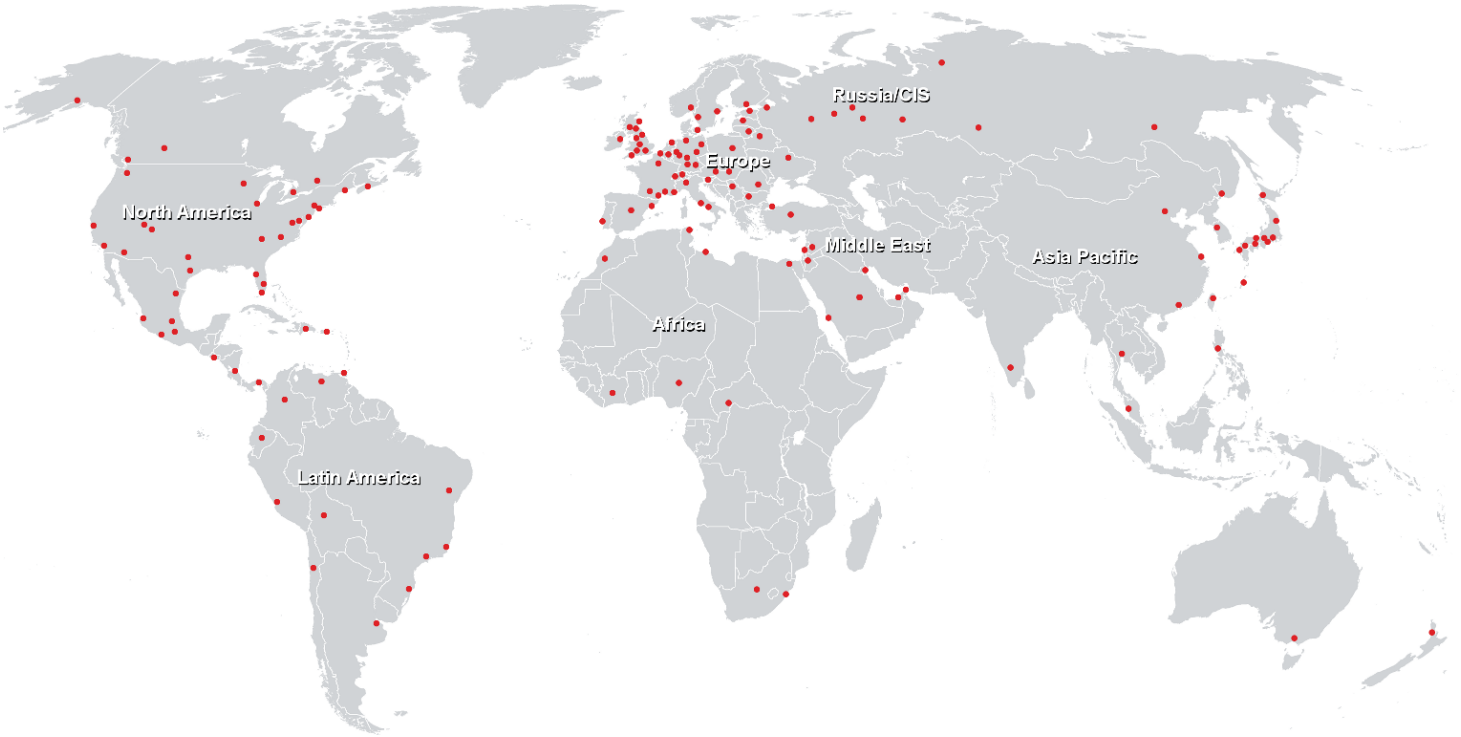
Training “Managing Jira Service Projects” oder vergleichbare Kenntnisse

Course Content

- Einführung in das Service Request Management
- Einrichten einer Knowledge Base für den Self-Service
- Automatisierung von Service Requests
- Automatisierung von Asset Management
- Best Practices zum Service Request Management

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Training Centres worldwide





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