



HelpMaster Pro Priority Manager and Service Level Agreements



Helpmaster Pro Training Outline

Course Outline

What you will learn

Learn how to create specific business rules, including compliance to Service Level Agreements, so that Helpmaster Pro fully aligns with the needs of the organization. Use the Priority Manager functionality to automate and control job updates, staff and customer communication, escalate late running jobs and manage service level agreements in order to achieve service quality goals.

Outcomes

Students will be able to define both simple and complex Priority Manager business rules to support business processes and ensure SLA compliance.

Who will benefit

Service Desk Managers
Service Level Managers
System Administrators

Length Half day

Max students 8

Content

ITIL fundamentals for Service Level Management
Priority Manager overview
System requirements
Naming conventions
Defining search criteria
Define a rule
Define actions



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Send emails

Setting frequency of execution

Global exclusions

Define a complex rule using SQL statements

Create an SLA rule

Viewing rule audit trails