

Accelerator Product Training for Service Desk – Instructor Led Workshop Overview

Have you ever considered how you can get more out of your company's Autotask investment? Whether you are already using Autotask Service Desk in automating and delivering day to day operations or are just considering how Autotask Service Desk can help you, this Autotask Accelerator Product Training (APT) for Service Desk workshop is for you. The goal of the APT for Service Desk workshop is to educate you on how to use Autotask Service Desk to automate and optimize key service delivery processes you need to execute every day to be successful.

After attending this live, instructor led workshop, you will be able to:

1. Create Service Tickets.
2. Create and edit Time and Expense Entries.
3. Produce Ticket Favorites.
4. Understand Service Level Management.
5. Utilize Dispatcher's Workshop.
6. Effectively use the Email Parser.
7. Create enhanced Workflow Automation Rules.
8. Increase the return on your company's Autotask investment!

Why attend

- There is no cost to the workshop for members of the Autotask Community.
- This is live, instructor led workshop delivered in an intimate, classroom setting.
- It is a great opportunity to network with your peers, take a tour of the Autotask office and meet your account manager and support resources.
- Enjoy a complementary lunch and a post workshop happy hour with Autotask executives, managers and other Autotask resources.
- Walk away with PPT handouts, and step by step workbooks.

Prerequisites

- ✓ You need a login to your Autotask account so you can work in your Autotask system.
- ✓ If you have admin rights, or someone else from your company attends with has admin rights, you could update your Autotask system live during the workshop.
- ✓ A desire to learn more about Service Desk!

Agenda

- 9:00 am Registration, networking, office tour
- 10:00 am Accelerator product training for Service Desk
- 12:30 pm Complimentary lunch provided by Autotask
- 1:00 pm Accelerator product training for Service Desk
- 4:00 pm Wrap-up, end of workshop

Location

- The workshop is held at our U.S. HQ: 26 Tech Valley Drive, East Greenbush, NY 12061