# ManageEngine SupportCenter Plus Training

**Course Description:**

The ManageEngine SupportCenter Plus Training is designed to provide Customer Service Managers, Support Representatives, and Administrators with the essential knowledge and skills required to implement and manage a world-class customer support solution. This training covers the full spectrum of SupportCenter Plus features, including request management, customer interaction management, contract and SLA management, and customer experience enhancement. By the end of the course, participants will be able to effectively deploy, configure, and optimize SupportCenter Plus to meet the specific needs of their organization, ensuring a seamless and efficient customer support process.

**Audience Profile:**

This course is ideal for:

- **Administrators** responsible for configuring and managing SupportCenter Plus within their organization.

- **Support Representatives** who regularly interact with customers and manage their requests.

- **Customer Service Managers** looking to streamline their support operations and improve customer satisfaction.

**Prerequisites:**

Participants should have a basic understanding of customer service principles and IT support processes. Familiarity with general IT systems and software deployment is beneficial but not mandatory.

**Course Objectives:**

By the end of this training, participants will be able to:

- Install and configure SupportCenter Plus.

- Set up and manage request management processes.

- Enable and customize the Self-Service Portal and Knowledge Base.

- Manage contracts, support plans, and SLAs with clients.

- Administer surveys and generate comprehensive reports.

- Enhance and manage the overall customer experience.

**Table of Contents (TOC):**

1. **Introduction to SupportCenter Plus**

   o Overview of the Customer Support Software industry

- SupportCenter Plus overview
- Benefits of SupportCenter Plus
- Different user roles in the segment

2. **Deploying SupportCenter Plus**

   - Defining and creating different users within the organization
   - Defining roles, groups, and categories
   - Setting priorities, statuses, levels, and business rules
   - Creating and importing accounts and contacts
   - Customizing request templates
   - Customizing the Self-Service Portal and Knowledge Base
   - Integrating with Microsoft Outlook

3. **Customer Interaction Management**

   - Creating requests through various communication channels (Email, Phone, Web, Forums)
   - Managing requests with business rules
   - Using support staff notes
   - Handling private and public conversations
   - Conversation threading
   - Setting up notification rules

4. **Account & Contact Management**

   - Storing, tracking, and managing contact information
   - Defining account hierarchies and assigning contacts
   - Tracking account associations with respect to products
   - Creating account-specific solutions
   - Creating and assigning topic templates

5. **Contracts Management**

   - Defining contracts for accounts
   - Creating and managing support plans (hour-based, incident-based, fixed)
   - Defining SLAs and associating them with support plans

- o   Associating support plans with contracts

- o   Managing multiple contracts based on products

6. **Self-Service Portal**

   - o   Configuring the Self-Service Portal by the administrator

   - o   Enabling customer login, request creation, and tracking

   - o   Understanding the role of a primary account

   - o   Benefits of deploying the customer portal

7. **Solutions**

   - o   Defining and configuring topics and solutions

   - o   Creating account-specific topics and views

   - o   Tagging solutions for easier search and access

8. **Reports**

   - o   Creating standard reports to analyze customer data

   - o   Developing custom, matrix, and query-based reports

   - o   Scheduling reports for different users

   - o   Exporting reports in various formats

   - o   Understanding the role of reports in the support process

9. **Customer Experience Management**

   - o   Defining and configuring surveys

   - o   Creating and analyzing survey results

10. **Time Entry & Billing**

    - o   Recording time entries

    - o   Calculating time spent based on contracts and support plans

    - o   Utilizing time entries for customer billing

11. **The Four Perspectives**

    - o   Understanding how SupportCenter Plus is perceived by the Customer, Support Staff, Account Manager, and Administrator

12. **Additional Resources**

    - o   Best practices in using SupportCenter Plus

- o Troubleshooting tips
- o Useful links and references