ManageEngine ServiceDesk Plus for ServiceDesk Technicians

Course Description

This course is designed to provide ServiceDesk technicians with a comprehensive understanding of ManageEngine ServiceDesk Plus. It focuses on efficiently managing incidents, service requests, and other IT service management tasks. Participants will learn to use the platform's key features, including ticket handling, collaboration, knowledge base management, and reporting. Additionally, the course emphasizes ITIL best practices, automation techniques, and mobile app functionality to enhance technician productivity and user satisfaction.

Audience Profile

This course is ideal for:

- ServiceDesk Technicians responsible for handling IT service requests and incidents.

- IT Support Staff looking to streamline ticket management and communication.

- Team Members collaborating on problem resolution and ITSM tasks.

- Organizations seeking to improve ServiceDesk Plus utilization for daily operations.

Prerequisites

Participants should have:

- A basic understanding of IT service management (ITSM) concepts.

- Familiarity with IT support workflows.

- General knowledge of IT tools and customer service practices.

Course Objectives

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

1. Navigate and personalize the ServiceDesk Plus interface for efficient use.

2. Manage tickets effectively, including incidents, service requests, and ticket associations.

3. Prioritize, categorize, and resolve tickets while adhering to SLAs.

4. Utilize the knowledge base for faster issue resolution and continuous improvement.

5. Leverage collaboration tools to work effectively within technician groups.

6. Generate reports to monitor workload, SLA compliance, and performance metrics.

7. Apply automation and productivity tips to optimize daily tasks.

8. Troubleshoot common issues and request admin support when needed.

9. Use the mobile app for managing tickets and updates on the go.

10. Follow ITIL-aligned best practices to enhance service delivery and user satisfaction.

Table of Contents (TOC)

- o   Working with Service Catalog Items

- o   Handling Approvals and Multi-Level Workflows

- o   Tracking and Closing Service Requests

- o   Communicating with Requesters

6. **Other Features**

- o   Problem Management

- o   Change Management

- o   Asset Management

7. **Using the Knowledge Base**

- o   Searching and Referencing Knowledge Articles

- o   Adding Solutions to the Knowledge Base

- o   Linking Knowledge Articles to Tickets

- o   Best Practices for Knowledge Management

8. **Collaboration and Communication**

- o   Internal Notes and Work Logs

- o   Collaborating with Other Technicians

- o   Using Technician Groups

- o   Sending Updates to Requesters

9. **Reports and Insights**

- o   Viewing Your Workload Reports

- o   Monitoring SLA Violations

- o   Generating Basic Ticket Reports

- o   Understanding Technician Performance Metrics

10. **Automation and Productivity Tips**

- o   Setting Up Personal Workflows

- o   Automating Routine Tasks

- o   Time Management for Technicians

11. **Troubleshooting and Support**

- o   Common Ticket-Handling Challenges

- o Requesting Admin Support for Escalations

- o Using Logs for Troubleshooting

- o Reporting Bugs or Issues in ServiceDesk Plus

12. **Technician Best Practices**

- o Maintaining Ticket Documentation

- o Ensuring Timely Ticket Updates

- o Enhancing User Experience with Clear Communication

- o Continuous Learning with ITIL and ITSM

13. **Mobile App for Technicians**

- o Installing and Configuring the Mobile App

- o Managing Tickets On-The-Go

- o Viewing Notifications and Updates

- o Best Practices for Mobile Usage