

# 80293—Service Scheduling in



This course discusses the scheduling process, scheduling engine, and scheduling service activities in detail since they are key entry points in the scheduling process. It also discusses how to use service scheduling in situations that have complex scheduling requirements.

## **Event Goals:**

- Identify key service scheduling concepts
- Compare service scheduling business scenarios
- Understand the service scheduling process flow
- Set up work schedules for users, facilities or equipment
- Close, cancel or reschedule a service activity
- Learn how service activity records synchronize with Microsoft Office Outlook
- Incorporate customer preferences when scheduling service activities

## **Event Prerequisites:**

*Experience in these areas is required*

- General working knowledge of customer relationship management
- General understanding of business processes
- General working knowledge of Microsoft Windows.

**Number of Days:** 1

**Accepted Payment Methods:** Check, Visa, MasterCard, American Express

**Prices:** *Online*—\$450