

CA Service Desk Manager 17.0: Perform Email Administration 300



PRODUCT RELEASE

CA Service Desk Manager 17.0

Course Overview

In today's complex business environment, IT services costs are being cut, but service quality must still improve. When issues arise, you need to be able to solve them as efficiently as possible. CA Service Desk Manager (CA SDM) provides you with what you need to achieve this. A key part of the solution is the ability to administer the notification and email system so you can efficiently handle emails from users and automatically notify key personnel about ticket activities and events.

In this class, you will learn how to configure inbound and outbound email as well as email replies through automated actions and redirecting. By using these approaches, you will be able to create an efficient notification and email system that is required for effective enterprise IT management.

COURSE TYPE, LENGTH & CODE

- Web-based Training (WBT)
- One (1) Hour
- Course Code: 33SVD30300

PREREQUISITES

- CA Service Desk Manager 17.0: Basic Administration 33SVD2079S/ 33SVD20791

What You Will Learn

- Configure outbound email to automatically notify key personnel about ticket activities and events.
- Configure inbound email so you can handle emails from users and provide action according to the type of email received.
- Configure email replies so you can channel reply emails from users to a specific mailbox.

For Managers

In this class, your IT staff will discover how to implement a robust end-to-end notification and email system for your service desk. This will enable you to provide a higher quality of IT support service to your organization, maximize analyst productivity, and enhance responsiveness.

WHO SHOULD ATTEND

- Data Administrator
- Service Desk Manager/Administrator
- System Administrator
- Application Administrator
- Implementation Consultant
- IT Architect
- Pre-Sales Consultant

Course Agenda

Module 1 – PerformEmail Administration

- Identify the features of email administration
- Configure outbound email in Options Manager
- Configure inbound email in mailboxes
- Configure email replies



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