

CA Service Desk Manager 17.0: Support Automation Integration 200



PRODUCT RELEASE

CA Service Desk Manager 17.0

*The primary change between the previous release and this version includes a new color and font theme in the user interface. For details on this change and others, please see the **CA Service Desk Manager 17.0: Cumulative Differences 200** course, which is bundled with this course.*

COURSE TYPE, LENGTH & CODE

- Dynamic Labs
- Six and a Half (6.5) Hours
- Course Code: 33SVD2087S

PREREQUISITES

- Working Knowledge of Windows
- CA Service Desk Manager 17.0: Basic Administration 200

WHO SHOULD ATTEND

- Service Desk Administrator
- Service Desk Analyst
- Service Desk Manager
- System Administrator

Course Overview

CA Service Desk Manager (CA SDM) provides a 360-degree view into your IT services and enables you to prevent service disruptions and better manage change risks. The CA SDM CA Support Automation feature helps you to remotely fix requests and incidents quickly and cost-effectively by providing proven resolution tools and techniques to identify, diagnose, and resolve difficulties before they affect vital business processes.

This course is designed to show you how to use CA Support Automation to remotely address service desk issues effectively and efficiently.

This class consists of 6.5 hours of SELF-DIRECTED learning including lab activities.

What You Will Learn

- Describe an overview of CA Support Automation, including its architecture, to enable you to easily use its functional components
- Describe key features of CA Support Automation, including Live Chat Assistance, Remote Control, and the End-user Client, to see how automating your service desk support can reduce overall support costs and increase resolution rates
- Configure CA SDM for CA Support Automation to customize the product for your support environment according to your business needs
- Install CA Support Automation options to enable you to use the component for effective service desk management
- Describe CA Support Automation queue management to see how to direct support easily and appropriately
- Build tasks and create scripts to manage automated tasks used to provide support for end users

For Managers

You can implement a support strategy using a combination of processes and tools. Through CA Support Automation, CA SDM provides the tools to administer live assistance, develop automated tasks, and deliver them through various channels of support.

You can use CA Support Automation processes to create and maintain a support environment that does the following:

- Reduces the average support call duration
- Reduces overall support costs
- Increases resolution rates
- Provides more end-user satisfaction

Course Agenda

Module 1: Describe CA Support Automation	Module 2: Describe CA Support Automation Applications
<ul style="list-style-type: none"> ▪ Describe the history of CA Support Automation ▪ Describe the purpose of CA Support Automation 	<ul style="list-style-type: none"> ▪ Explain Self Service ▪ Explain Live Assistance ▪ Explain Remote Control
Module 3: Install and Configure CA SDM for CA Support Automation	Module 4: Describe Live Chat Assistance
<ul style="list-style-type: none"> ▪ Configure the CA SDM installation to include CA Support Automation ▪ Configure CA Support Automation options 	<ul style="list-style-type: none"> ▪ Describe the features of Live Chat Assistance



Visit www.ca.com/education to explore the many course offerings, training options, and education solutions available to meet your skill development needs, budget, and travel requirements.

Course Agenda Continued

<p>Module 5: Describe the CA Support Automation Analyst Console</p> <ul style="list-style-type: none"> Describe the purpose of the Analyst Console Identify the features of the Analyst Console main screen 	<p>Module 6: Explain the CA SDM Integration with CA Support Automation Features</p> <ul style="list-style-type: none"> Describe integration features
<p>Module 7: Manage Queues</p>	<p>Module 8: Build a Task</p>
<ul style="list-style-type: none"> Explain queue management challenges Manage queues 	<ul style="list-style-type: none"> Identify tasks that need to be performed Build a task Explain CA Support Automation scripting
<p>Module 9: Describe Report Types</p>	
<ul style="list-style-type: none"> Identify report types 	



Visit www.ca.com/education to explore the many course offerings, training options, and education solutions available to meet your skill development needs, budget, and travel requirements.