

Field Service & Dispatch Product Certification Training Agenda

(all times listed in Central Daylight Time)

Part I	10:00-11:45	Welcome FSD Overview <i>Setups:</i> Parameters; Corporate Exception Calendar; Activity Codes; Employees; Applied Labor Accounts; Work Ticket Classes; Work Ticket Templates; Notification Templates
	11:45-12:15	Lunch Break
	12:15-1:45	<i>Setups:</i> Customer/Activity Bill Rates; Technicians; Technician Status Codes; Customer Locations and Preferred Technicians Classification Codes; Inventory Equipment Information; Equipment/Asset File; Purging Equipment; Customer Equipment Inquiry
	1:45-2:00	Break
	2:00-3:30	Service Agreement Templates; Service Agreement Maintenance; Labor Minimum Charge; Service Agreement Billing
Part II	10:00-11:45	<i>JobOps Service/Dispatch Board:</i> Options; Filters; Service Ticket List; Service Ticket Entry; Work Ticket Entry; Status Changes; Mapquest Launch; UDI's; Alerts; Equipment Information
	11:45-12:15	Lunch Break
	12:15-1:45	Preventive Maintenance Generation; Scheduling Appointments; Reports
	1:45-2:00	Break
	2:00-3:30	Expense Categories; Service Ticket Billing

Field Service & Dispatch Product Certification Exam:
Schedule with Instructor
Allow 1 ½ hours via Webex session