BMC Remedyforce: Fundamentals Reports and Dashboards (WBT)

COURSE ABSTRACT

COURSE CODE

» SPPT-RFRD-2018

APPLICABLE VERSIONS

» BMC Remedyforce 2018

DELIVERY METHOD 🌐

» Web-based Training (WBT)

COURSE DURATION 🌐

» 2 hours

PREREQUISITES

» NA

Course Overview

The BMC Remedyforce: Fundamentals Reports and Dashboards online course is designed for BMC Remedyforce administrators. This self-paced course introduces participants to the features of Reports and Dashboards.

This course explains the concepts and procedures related to the reports and dashboards in BMC Remedyforce. These concepts and procedures will help administrators to configure reports and dashboards for their organization.

Target Audience

» Remedyforce application administrators

Learner Objectives

» Create and manage the BMC Remedyforce dashboard
» Describe the Salesforce dashboard, the Remedyforce dashboard, and the out-of-the-box (OOTB) dashboards
» Configure QuickViews on the Remedyforce dashboard
» Create custom report types and reports
» Explain various report formats and the OOTB reports
» Add formulas to reports

For more information about BMC Education Services, visit **www.bmc.com/education**.

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COURSE ACTIVITIES
» Demonstrations
» Product Simulations
» Assessment

BMC REMEDYFORCE LEARNING PATH
» **http://www.bmc.com/education/courses/remedyforce-training.html**

ACCREDITATION AND CERTIFICATION PATHS 🌐
» NA

DISCOUNT OPTIONS 🌐
» NA
» **Contact us for additional information** 🌐

Course Modules

Module 1: Working with Reports and Dashboards
» Lesson 1: Configuring Dashboards
» Lesson 2: Working with Dashboards
» Lesson 3: Working with Salesforce Reports

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