

# FSI (FM Solutions) Limited

# Concept™ Helpdesk

# Administration

## Introduction

The Helpdesk Administration course focuses upon the utilisation of those areas within Concept™ relating to reactive maintenance tasks. The aim is to ensure familiarity with the key elements of Call Logging and related data input.

## Target Audience

This one day training course is ideally suited for users who are working within the Helpdesk environment and using Concept™ to control and monitor reactive maintenance calls.

## Course Content

- Introduction, Navigation and Support
- System Set-up Considerations
  - Buildings & Locations
  - Creating resource records
  - Call logging considerations
  - Contract details and views
- Reactive Maintenance Tasks
  - The Concept™ Helpdesk
    - Logging and/or authorising a task
    - Assigning resource
    - Events and Levels of Completion
    - Completing task time and cost records
    - Processing tasks to history
    - Setting user preferences
    - Copying calls and duplicate call checking
    - Customer satisfaction
- Task History

Relevant queries to be answered throughout the course.

## Certification

Upon completion of the course, a certificate will be issued to all candidates who have demonstrated a satisfactory level of competence.