



# Advanced VeraSMART 9.x Classroom Training

## Help Desk – Enabling First Class Support

*Course topics include:*

- Introduction
- Identifying challenges and opportunities?
- What is the workflow?
  - Decision points in the process
- Statuses, priorities, approvals
- Features, tools & rules to streamline workflow
- Resource Management Tips
- Reports
  - Performance Metrics
  - Resource Utilization
  - Activity Category Breakdowns