

Web Help Desk Training Outline

- I. Days 1-3 – Administrator Training
 - a. Introduction to Web Help Desk
 - i. Server requirements
 - ii. Database requirements
 - iii. Other system requirements
 - b. Installing Web Help Desk
 - i. Installing on various OS platforms
 - ii. Upgrading WHD
 - iii. Database migration options
 - iv. Deploying WHD as a virtual appliance
 - v. Deployment considerations
 - c. Getting started with WHD
 - i. Launching the application
 - ii. Configuring the database
 - iii. Creating an Email account
 - iv. Creating user accounts
 - v. Adding and editing custom request types
 - d. Configuring Web Help Desk
 - i. Strategy for Configuration
 - ii. General Settings
 - iii. Setting up Email
 - iv. Entering Locations and Departments
 - v. Setting up Tickets
 - vi. Adding clients
 - vii. Defining Techs
 - viii. Adding Assets
 - ix. Designing Processes
 - e. Managing clients
 - i. Manually adding a new client web
 - f. Managing tickets
 - i. Ticket flow
 - ii. Working with ticket details
 - g. Managing Assets
 - h. Change Management Processes
 - i. Managing Security

- j. Managing FAQs
- k. Working with Parts and Billing
- l. Working with Reports
- m. Working with Surveys and Messages
- n. Discovering Assets
 - i. Configuring Discovery tools
 - ii. Removing assets
 - iii. Syncing and Discovering Assets
- o. Importing Data
- p. Converting SolarWinds Orion Alerts into WHD Tickets
 - i. Orion to WHD Communication
 - ii. Enabling SolarWinds to share Alerts
 - iii. Entering the Orion Server Link into WHD
- II. Day 2 – Technical end User Overview
 - a. Logging into the WHD web console
 - b. Navigating the WHD website
 - c. Understanding the available resources on WHD web views
 - d. Creating and viewing reports
 - e. Managing tickets with WHD
- III. Day 3 – Service Desk User Overview
 - a. Logging into the WHD web console
 - b. Navigating the WHD website
 - c. Understanding the available resources on WHD web views
 - d. Creating and viewing reports
 - e. Managing tickets with WHD