SERVICEMAX CORE

SVMX201 Virtual ILT Agenda

Day 1

Module 1: Setup & Administration
- Setting Up Your ServiceMax Core Environment
- Course Story
- Change Log & Revision Schedules
- Test Your Skills Challenge
- Package Installation & Upgrades
- ServiceMax Core Help Resources

Module 2: Introduction to Service Plans
- Overview & Architecture
- Service Plan Components
- Additional Service Plan Components
- Service Pricebooks

Day 2

Module 3: Service Maintenance Contracts
- Service Maintenance Contracts Overview & Architecture
- Creating Service Contracts from Service Plans
- Additional Entitlement Topics

Module 4: Preventive Maintenance Plans
- Preventive Maintenance Overview & Architecture
- Time-based and Condition-based use-cases
- Introduction to Task Templates
- Time-based Preventive Maintenance Templates and Plans
- Time-based Preventive Maintenance Processes
- PM Offerings & PM Automation

Day 3

Module 5: Get Price Functionality
- Overview & Architecture
- Setting Up Get Price
- Utilizing Get Price

Module 6: Advanced Dispatch Console Configuration
- Overview & Architecture
- Event & Subject Rules
- Dispatch Console Hovers
- Immediate Dispatch Process
- Territory, Skill & Technician Rules

Day 4

Module 7: Advanced Service Flow Manager
- Overview & Architecture
- Advanced SFM Processes
- Additional Advanced SFM Features
- Introduction to SFM Search

Day 5

Module 8: Inventory Management
- Overview & Architecture
- Stocking Serializing Products Within Locations
- Requesting Parts
- Additional Product Inventory Management

Module 9: Migration Tool
- Overview & Architecture
- Data Model, Access, and Permissions
- Migration Tool – Key Objects and Fields
- Pre-Migration Actions
- Using the Tool