



HelpMaster Pro Email Manager



Helpmaster Pro Training Outline

Course Outline

What you will learn

Learn how to create specific business rules to manage and automate the handling of issues logged via email. This includes the matching of email rules to Job and Action templates, and increasing efficiency of Job handling via targeted Job update rules.

Outcomes

Students will be able to define both simple and complex Email Manager business rules to support business processes and minimise manual effort.

Who will benefit

Service Desk Managers

Service Level Managers

System Administrators

Length Half day

Max students 8

Content

Introducing Email Manager

How it works

New issues via email

What if the client is not in HelpMaster Pro?

Spam and Exclusions

Replies to an existing issue

Setting up your Inbox

Setting up your Templates



HelpMaster Pro Email Manager



Helpmaster Pro Training Outline

Creating a Email Manager Profile

Profile Browse window

Running the Wizard

Logging a New Job

Updating an existing Job

Capturing relevant email content

Closed Jobs

Order of Processing

Global Email Exclusions Lists

Viewing Template and Profile relationships

The Event Log

Tips and Tricks