



"The instructor was very knowledgeable and provided many "real world" examples. For anyone who has to administer this software, the course should be a requirement! It really explains and demonstrates the concepts used in the product. Very good instruction, with a wealth of information. Instructor was also very willing to get answers to questions as they came up."

— Will Severe
Senior Computer-Network
Support Specialist
Unitec Electronics

Numara FootPrints Training

We'll help you get where you're going — faster — with Numara FootPrints.

Our class is designed to help you get the most from Numara® FootPrints®. Our expert instruction will get any new Numara FootPrints Administrator up to speed quickly. For the experienced Numara FootPrints user, you will learn tips, tricks and refreshers. The result? We'll help you align people, processes and technology to achieve maximum productivity and Service Desk ROI in a minimum amount of time.

Our class is designed for high knowledge retention, so you can immediately take what you've learned back to your organization and put it into practice. The skills you gain will help you maximize the value of Numara FootPrints. Plus, your Agents will leave the sessions effectively trained on features and functionality enabling them to work more efficiently and productively.

Why follow when you can lead with Numara FootPrints?

All you need is the right training to get unsurpassed service management performance. To learn more, or to schedule a course at one of our convenient U.S. locations, please call 1-800-557-6970 or visit our website at www.NumaraSoftware.com/training.asp.

4-Day Numara FootPrints Administrator Training

Our interactive, hands-on Administrator Training class teaches you to effectively configure and maintain the functional aspects of Numara FootPrints as a service management solution. You will learn ways to automate your business processes using Numara FootPrints; as this highly flexible solution can be used to track and automate numerous business processes within the service desk and beyond IT. The skills you learn will

be reinforced through the use of lab exercises which include feature configuration, loading data into a new project and best practices discussions.

We cover a number of valuable topics, including:

- Installation and Configuration
- Address Book Configuration
- Incident Management
- Customer Self-service
- User Management
- Mobility and Data Synchronization
- Knowledge Management
- E-mail Management
- Calendar and Scheduling
- Workflow Configuration
- Reporting and Metrics