



Facilities Management Course

Web-Based, Instructor-Led

Course Description

This 2-hour course provides an in-depth review of the Infortel® Select Facilities Management (FM) module, including configuring warehouses, adding and managing inventory, creating service requests (trouble tickets) and managing security.

Course Cost

\$250

Product and Versions

This course is offered to customers with Infortel® Select Facilities Management module.

Course Content

Facilities Management Initial Configuration

- ✓ Service Request Setup
- ✓ Inventory Setup
- ✓ Facility Management User Setup (This will only cover FM users)
- ✓ Warehouse Setup
- ✓ Service Request Maintenance

Inventory Management

- ✓ Adding Parts
- ✓ Receive Inventory
- ✓ Edit Warehouse Contents
- ✓ Return Inventory
- ✓ Manage Warehouse Requests
- ✓ Add Vendors

Projects and Service Requests

- ✓ Creating and Managing Projects
- ✓ Creating Service Requests for Projects
- ✓ Managing Service Requests

Reporting

- ✓ Inventory Reports
- ✓ Service Requests Reports

Hands-On Lab Exercise:
Creating a Project
and Service Request

Who Should Attend?

*The Infortel® Select
Facilities Management
System Administrators.*



Additional web-based training courses, including but not limited to:

- ✓ Directory Course, covering all aspects of Directory maintenance.
- ✓ Call Rating (Pricing) Course, covering more in depth costing topics.

1. Web Based Directory Course, as the Facilities Management course does not discuss adding users to SQL Server.
2. Understanding of desired use of the Facilities Management module

Please contact the
**ISI National Technical
Assistance Center**
at
800.326.6183
for more information.