

DAY ONE

- I. Numara FootPrints Overview
 - A. Discuss the Numara[®] FootPrints[®] Key Features and Benefits
 - B. Understand the Numara FootPrints Core Concepts and System Architecture
 - C. Understand the Contents of the Numara FootPrints Homepage
- II. Installation and Project Wizard
 - A. Plan for your Implementation of Numara FootPrints and Install
 - B. Understand and use the Numara FootPrints Project Setup Wizard
 - C. Select a Project Type
 - D. Complete the Project Setup Wizard Steps Resulting in a New Corporate Help Desk Project
 - E. Install the Password Reset Application
- III. Working with Issues
 - A. Define an Issue
 - B. Create an Issue and Add Issue Details
 - C. Browse Issues
 - D. Use the Quick Action Checkbox Dialog
 - E. View the Issue History
- IV. Advanced Issues
 - A. Understand the Linear and Distributed Workflow Models
 - B. Create and Use Master Issues with Subtasks
 - C. Administer Master Issues and Subtasks
 - D. Create and Use Quick Issue and Master Issues with Subtask Templates
 - E. Create and Use Global Issues and GlobalLinks
 - F. Create and Use Quick Descriptions
- V. User Preferences
 - A. Access the My Preferences Page
 - B. Configure General Preferences
 - C. Configure Numara Footprints Dashboard™ Preferences including Adding, Deleting, and Moving Components
 - D. Configure the Homepage List Preferences
 - E. Configure Appearance Preferences
 - F. Configure Issue Preferences
 - G. Configure the Security Preference
 - H. Configure Miscellaneous Preferences
- VI. Calendar and Scheduling
 - A. Discuss the Calendar Function
 - B. Understand the Personal and Project Calendar Basics
 - C. Create an Appointment and Recurring Issues from the Calendar
 - D. Create an Appointment from an Issue
 - E. Create a Project Work Schedule
 - F. Manage Agent Schedules and Determine Agent Availability
 - G. Configure Calendar Preferences as an Agent
 - H. Sync appointments with Microsoft[®] Outlook[®]

DAY TWO

- VII. Numara FootPrints Mobile
 - A. Configure Numara FootPrints for mobile device
 - B. Access Numara FootPrints from mobile device
- VIII. Field Configurations
 - A. Create Fields
 - B. Configure Built-in Fields
 - C. Configure Priorities and Statuses
 - D. Create Submission Tracking Fields
- IX. Dependency Fields
 - A. Dynamic Dropdown Dependencies
 - B. Pop-up Dependencies
- X. Searching and Reporting
 - A. Quick Searches
 - B. Advanced Searches
 - C. Reporting
 - D. Project Work Schedule
 - E. Custom Reports w/Metrics
 - F. Auto-Run Reports
 - G. Personal / Project Flashboard
 - H. Quick Issue Report Templates
- XI. Work With Users
 - A. Understand the Different Types of Numara Footprints Users
 - B. Complete Account Creation and Administration
 - C. Auto-Add Customers
 - D. Team Creation and Administration
 - E. User Roles
 - F. Authentication

DAY 3

- XII. Address Book Management
 - A. Navigate the Numara FootPrints Address Book
 - B. Create, Customize and work with Contacts
 - C. Define and work with Master Contact Record
 - D. Use LDAP and SQL Address Books
 - E. Manage the Address Book Administration
 - F. Run Searches and Reports
 - G. Send Mass Email

- XIII. Use the Numara FootPrints Knowledge Base
 - A. Configure Solution Lifecycle Statuses
 - B. Add Solutions to the Knowledge Base
 - C. Automatic Solution Search
 - D. Importing Solutions from the Knowledge Base into Issues
 - E. Administering FAQ's
 - F. Running Knowledge Base Reports
 - G. Solutions Popularity
 - H. How to Approve Knowledge Base Solutions
 - I. External Knowledge Bases
 - J. Knowledge Base Administration Options

- XIV. Customer Self Service
 - A. Customer Terms and Concepts
 - B. Self Service Interface Options
 - C. Customer Self Service HomePage
 - D. Submitting and Working with Requests
 - E. Knowledge Base and FAQ's
 - F. Customer Reporting
 - G. Numara® Instant Talk™ and eService Customer Portal

- XV. Customer Satisfaction Surveys
 - A. Importance of Customer Satisfaction Surveys
 - B. Create a Customer Satisfaction Survey Project
 - C. Add, Edit, and Delete Survey Questions

- XVI. E-mail Management
 - A. Outgoing E-mail Configuration and Templates
 - B. Incoming E-mail Configuration
 - C. Using Incoming E-mail
 - D. E-mail Filters

- XVII. Workflow Automation
 - A. Issue Auto Assignment
 - B. Preventive Maintenance
 - C. Escalation Rules
 - D. Service Level Agreements

DAY FOUR

XVIII. Service Level Management (SLA)

- A. Configuring SLAs
- B. Defining SLAs
- C. Running SLA reports

XIX. Administration Options

- A. Configure System Administration Options
- B. Configure Project Administration Options

XX. Data Administration

- A. Issue Importing and Exporting
- B. Purging and Archiving

XXI. Review for and take the Certified Numara FootPrints Administrator Exam