

Track-It! Training



Numara Track-It! Training

Our hands-on classes are designed to help you get the most from Numara® Track-It!®. Whatever your skill level or job title – technician, administrator, supervisor or manager – you’ll benefit from our classes. Our expert instructors will guide you on how to use Numara Track-It! and take full advantage of all of its features. In the administrator class, you will gain new insights and confidence in implementing and running your Numara Track-It! help desk based on best practices. Result: you’ll optimize productivity and increase ROI.

Classes

2-day Using Numara Track-It!

3-day Administering Numara Track-It!

Best for technicians, supervisors and managers

2-day Using Numara Track-It!

Best for the person defining and administering the help desk

2-day Using Numara Track-It!

3-day Administering Numara Track-It!

Start with the basics

Using Numara Track-It! is the perfect class to introduce new users to Numara Track-It!. Experienced users will get an in-depth review of familiar material and learn powerful tips and tricks they don’t already know. This hands-on classroom course focuses on concepts and capabilities found in all the modules.

Learn the administration concepts

Our Administering Numara Track-It! will teach you real-world skills in implementing and configuring Numara Track-It!. Learn how to configure Numara Track-It! so it is optimized for your particular environment based on industry help desk best practices.

The best of the best is right here

Our Numara Professional Services consultants and instructors have significant expertise in areas that will make the most difference to your help desk including best practices, ITIL®, business processes and metrics. We have deep experience gained from working with our more than 50,000 Numara Software customers representing leading financial, medical, government, and educational organizations worldwide.

Why follow when you can lead with Numara Track-It!?

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

Note: All training takes place on the current version of the product.

Using Numara Track-It!	
<ul style="list-style-type: none"> • Navigating Numara Track-It! User Interface • Working with the Inventory Module • Working with the Software Module • Working with the Purchasing Module • Working with the Help Desk Module • Understanding Change Management • Using Solutions 	<ul style="list-style-type: none"> • Working with Self Service • Working with the Field Technician Web • Working with the Training Module • Working with the Library Module • Information Analysis in Numara Track-It!
Administering Numara Track-It!	
<ul style="list-style-type: none"> • Review Using Numara Track-It! Concepts • Installing Numara Track-It! • Configuring Numara Track-It! • Numara Track-It! Database and Data Setup Concepts • Administering Technician Access to Numara Track-It! • Configuring the Technician User Interface 	<ul style="list-style-type: none"> • Workflow Automation and SLAs • Email Monitor • Notification Template • Change Management • Numara Track-It! Discovery, Audit and Inventory • Software License Management