



Numara Track-It!

On-line Training Subscription

Learn to Succeed...On Your Own Schedule

Numara[®] Software has eliminated the barriers to increasing product knowledge. Numara[®] Track-It![®] On-line Training puts the classroom environment at the technician's desktop. Learning is truly a click away!

Because our instructor-led, web-based system is fully interactive, your help desk technicians can have a meaningful learning experience wherever they are – at work, on the road, or any place where they have an Internet and phone connection.

Virtual classrooms fit the way you work

From their browsers, students view course material, examine Numara Track-It! software operation, and ask questions through either audio or text interfaces.

Numara Track-It! On-line Training is the work friendly approach to training. It's the sensible, convenient way for busy help desks to train staff, especially front line personnel, without losing them for a whole day or more to off-site classes.

Training is always ready for you

Course schedules are built around 30-, 60- and 90-minute time blocks that are repeated in two week cycles. There's never a need to contact us directly. Simply register on-line for a time that is convenient for you; there's always a seat available.

Our instructors cover the same material that is presented in our Using Numara Track-It! regional classes. Numara Track-It! On-line Training is not a compromise solution – we reproduce classroom instructional learning within the on-line context.

Instant ROI with no costly travel

Studies have shown that training and knowledge transfer leads directly to higher productivity, producing excellent ROI results. On-line training achieves an even higher return and no associated travel costs. No time away from the office. With a Numara Track-It! On-line Training subscription, there's unlimited sign-ups with no per class charges. Students register and attend classes whenever they require new product knowledge or to expand and deepen their existing product understanding.



The on-line training instructor demonstrates and discusses the capabilities of Numara Track-It!

Best practices knowledge is just a click away

Our on-line training is an integral part of the services available from Numara Software Professional Services. The on-line instructors draw upon the knowledge and experience of other Services team members, consultants and regional classroom instructors, who have significant expertise in help desk and asset management best practices including business processes, ITIL[®] 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.

Increase your productivity with Numara Track-It! today

All you need is the right training to get unsurpassed Help Desk performance. To learn more, please call 1-800-557-6970 or visit our website at www.NumaraSoftware.com/training.asp.

Numara Track-It! On-line Training Classes

Navigating Numara Track-It! – Get ready to master the Numara Track-It! user interface including how to launch Numara Track-It!, navigating the modules, working with the Numara Track-It! home page and menu bar, configuring the grid views for how you work, viewing multiple windows and using the on-line and internet-based help options. (90 minutes)

Using Numara Track-It! Inventory – By the end of this class, you'll be skilled in using the Inventory module for viewing asset information; learning to associate, disassociate, view and edit asset users; adding asset information manually; performing an audit on-demand, as well as, deleting and copying an asset. (90 minutes)

Track-It! Training

Using Numara Track-It! Help Desk – Learn the Help Desk in just 90 minutes! In this course, you will become proficient in the Help Desk module including creating and viewing work orders and change requests; adding work order details; creating and viewing work order assignments; editing, deleting, copying, completing and reopening work orders; emailing work orders to the requestor; notifying technicians about work order information; searching work orders and assignments; using the Solutions tables to search for problem solutions and adding them to the work order; adding new solutions to the Solutions tables and viewing work order history. (90 minutes)

Using Numara Track-It! Change Management – The pace of change in business is ever increasing. Poorly managed change can cost your business money and customer goodwill. Learn how Numara Track-It! Change Management can help ensure complete, accurate and efficient change management and optimize IT performance. (60 minutes)

Using Numara Track-It! Purchasing – Concerned about the accuracy of your purchase orders? Then gain complete command of the Purchasing module in this class. Topics covered include viewing purchase order information; creating, editing, deleting and copying purchase orders; transmitting purchase orders via fax; receiving full or partial purchase orders; creating a blanket purchase order and viewing purchase order history and statistics. (60 minutes)

Using Numara Track-It! Self Service & Field Tech Web – In only an hour you'll come away with a complete understanding of the Web components including using the Field Tech Web interface and the Self Service interface. (60 minutes)

Using Numara Track-It! Enterprise Software License Management – Gain the knowledge you need to successfully implement the Software Licenses module including viewing Software Title Information and Software License Information, searching for Software information and using Purchasing to increase software license counts. (90 minutes)

Using Numara Track-It! Knowledge Management – Building an internal knowledgebase for support staff allows them to improve resolution speed by finding past solutions that relate to current issues. Become skilled at using the Solutions module to add, reorganize, edit, and delete topics and solutions in your knowledgebase. (30 minutes)

Using Numara Track-It! Information Analysis – Analyzing and comparing data doesn't have to be time-consuming. Become skilled at obtaining information from Numara Track-It! by running reports, navigating the Crystal Reports[®] Viewer, and using the Numara Track-It! Enterprise Dashboard to view, customize, filter and save Help Desk Charts and Pivot tables. (60 minutes)

Using Numara Track-It! Training and Library – Monitor staff training and lent items in this double-module training session. This session will give you the skills needed to create course information, view training history, add items to the Library module, and track library items as they are checked in and out to end-users. (30 minutes)

Crystal Reports for Numara Track-It!

Use the power of Crystal Reports to gain valuable insight into the metrics you use to effectively manage your business. This simulated training method gives you the opportunity to learn at your own pace and at a time that is convenient for you. However, unlike a passive recorded session, you actually interact with the Crystal Reports application. Since all of the reports are created using the Numara Track-It! help desk and inventory tables you will quickly get a grasp on the key tables and fields.

Reporting Essentials for Numara Track-It! – Easily obtain the information you need! This course will teach you how to expedite basic custom report development while learning the reporting interface.

Fundamentals of Report Design for Numara Track-It! – Design reports that make sense! In this course you will learn the fundamentals of building custom reports including static objects, enhanced formatting and filtering.

Advanced Report Design for Numara Track-It! – Learn the sophisticated design features of Crystal Reports for Numara Track-It! Once you have completed this course you will understand parameter fields, static, dynamic and cascading lists, how to format and how to create powerful multiple table reports.

Report Optimization for Numara Track-It! – Does management in your organization require meaningful data with graphical representation? Learn to create if, then, and else formulas, learn how to use functions and formulas, understand how to build summary reports which include charts and graphs.