

Advanced training vitero technical advisor

Service description

General information:

- Goal: provision of a professional internal **vitero** first level support; handling and answering support requests via e-mail, telephone and directly in **vitero**
- Target group: IT staff, internal hotline, system administrators
- Group size: 4 – 6 participants
- Requirements: **vitero** basic training, advanced computer skills regarding the operating system Windows
- Duration: 1 x 120 minutes (online in **vitero inspire**)
- Handout: training material, FAQ list for hotline
- Participants receive a certificate as **vitero** technical advisor

Technical information:

- Requirements: Windows PC or Mac with internet connection (4 Mbit/s in up-/download), PC-headset, webcam (optional); Each participant is responsible for their own hardware.
- System requirements download: [click here](#)

Training content:

- Handling and solving of typical support request in the first level support area (e.g. problems in connection and access as well as questions to audio topics)
- Introduction of a proven standard
- Background knowledge and answers concerning emerging difficulties