

vitero First Level Support Training 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 groups: IT staff, internal hotline, system administrators
- Team size: 4 – 8 participants
- Requirement: **vitero** basic training for chairs, deepening computer skills of the operation system Windows
- Duration: 1 x 120 minutes (online)
- Technical requirements: Windows PC or Mac with DSL internet connection, PC headset, webcam (optional); every participant is responsible for his hardware; for system requirements see: http://www.vitero.de/docs/vitero_sr_client_saas.pdf
- Hand-out: training materials, FAQ list
- Participants receive a certificate

Training contents:

- Background knowledge and answers concerning frequently asked questions and problems in the first level support area (connection and audio problems before, at the start of and during the session)
- Handling a typical support request in **vitero**
- Handling a typical technical check
- **vitero** technical terms
- using support documentation for the hotline