

RES ONE Workspace 2015

Virtual Service Desk Workshop



This half-day, instructor-led virtual Service Desk workshop for RES ONE Workspace 2015 provides an introduction to the **core features** typically utilised by Service Desk/Helpdesk professionals.

Online lab access is provided to allow attendees access to a purpose-built sandbox training environment to supplement the knowledge imparted. **No prior knowledge of RES ONE Workspace 2015 is assumed or required.**

Course: ROWSD-700

Date: [Visit Website](#)

Duration: 1 x 3hr Session

13:30 – 16:30 (GMT/BST)

14:30 – 17:30 (CET/CEST)

08:30 – 11:30 (EST/EDT)

Language: English

Course Outline

- Introduction
- Infrastructure
- User Context
- Composition
- Personalisation
- Diagnostics

Location

Virtual, online and in the cloud!



What Is Included

- Online lab access

What Is Not Included

- Official course materials;
- Exam voucher(s)

Course Objectives

Upon successful completion of the workshop and training exercises, attendees will gain an understanding of the basic functionality in RES ONE Workspace 2015 and be able to:

- Understand each RES ONE Workspace component;
- Access the RES ONE Workspace 2015 console;
- Comprehend the wealth of information presented;
- Diagnose and troubleshoot user workspaces;
- Restore users' personalization settings.

Course Scope

- 3 hours of instructor-led, virtual classroom training;
- Hands-on troubleshooting and diagnostic exercises.

Target Audience

Service desk and helpdesk staff who are responsible for supporting a RES ONE Workspace 2015 installation in either a physical and/or virtual Microsoft Windows environment.

Prerequisites

- Knowledge of Microsoft Windows desktop operating systems;
- An understanding of user profiles.

Pricing

- Contact your RES Software reseller for pricing information;
- Private courses available, contact us for further details.