Introduction to Servigistics Field Service 10.7 for Planned Service

Overview

Course Code  WBT-3891-0
Course Length  8 Hours

In this course, you will learn how to access the Servigistics Field Service system to view information, perform tasks, and use product information for Planned Service. You will learn concepts and vocabulary that are central to the configuration and interpretation of the software. You will navigate the online help and the principle Command Center pages used to monitor and review system operation.

Course Objectives

• Describe the Field Service Planned Service environment and terminology
• Describe the key functions of Field Service Planned Service
• Briefly describe project structure
• Describe tasks and their use in projects
• Describe project states
• Describe task states
• View or edit the details of a project
• View or edit the details of a task
• Describe three ways to schedule a task
• Describe the function and uses of templates
• Briefly describe the alerts process
• Discuss the use of the home page, data pages, and Gantt views
Prerequisites

- Introduction to Servigistics Field Service 10.6 Reactive Service

Audience

- This course is intended for individuals who need to use Servigistics Field Service to view information, perform tasks, and use product information for Planned Service. People in related roles will also benefit from taking this course.
## Table of Contents

<table>
<thead>
<tr>
<th>Module</th>
<th>1</th>
<th>Concepts and Vocabulary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Module</td>
<td>2</td>
<td>Basic Navigation</td>
</tr>
<tr>
<td>Module</td>
<td>3</td>
<td>Projects and Tasks</td>
</tr>
<tr>
<td>Module</td>
<td>4</td>
<td>Surveys</td>
</tr>
<tr>
<td>Module</td>
<td>5</td>
<td>Gantt Views</td>
</tr>
<tr>
<td>Module</td>
<td>6</td>
<td>Alerts</td>
</tr>
</tbody>
</table>