



Kainos Education Services

Support Staff Course Overview

Kainos designs and implements solutions that make businesses perform better. Kainos has a wealth of knowledge and experience in the design and implementation of document and records management solutions, and a vital part of that is the development and delivery of training.

Kainos has worked with many customers to ensure that appropriate training has been delivered as part of their implementation. Kainos understands the need for a variety of barriers to be overcome to ensure that the eDRM system will be successfully adopted by all users, and the training courses offered by the company form the basis of a successful training approach.

Course Code: KT08SS

Duration: 0.5 days

Format: Presentation based

Course Provided: Course Notes will be supplied.

Intended Audience

Support Staff for a Autonomy environment

Prerequisites

- Experience in a support staff role
- Previously attended an appropriate Autonomy End User training session

Description

This course aims to enable support staff to provide initial support for Autonomy Document and Records Management.

Course Objectives

- To become familiar with the Autonomy Records Management for Web Users client

- To enable attendees to efficiently resolve end user requests
- To enable attendees to efficiently resolve common Document and Records Management systems administration problems
- To effectively escalate support requests to Kainos Support using Kainos Incident Management (KIM).

The KIM system is a web-based interface into Kainos Support Services which allows customers real-time interaction with our support team and acts as a central hub for all communication between customers and Support Services.