adeptec

SolarWinds Web Help Desk
Advanced Training Series
Training Course Outline

WHD is a powerful and affordable ticketing and IT asset management software solution

Course Summary
The purpose of this course is to inform IT helpdesk managers and technicians about the architecture, system requirements, installation, and configuration of SolarWinds® Web Help Desk.

Modules:
• WHD Overview

• Defining Network and System Requirements

• Advanced Configuration and Performance Tuning

• Implementing SolarWinds Web Help Desk

• Understanding SolarWinds Licensing

• Navigation of SolarWinds Web Help Desk

• Working with SolarWinds Web Help Desk

• Business Case Scenarios

Duration
5 Days

Recommended Audience
IT Professionals

Course syllabus
See below.

Courseware and certificate
Delegates receive:

• A course syllabus for the training session.

• An e-certificate confirming completion of the course.

Method of delivery
Instructor-led

Dates and Price
For dates and pricing see www.adeptec.com/training.

Post-Training Support
Following the training, delegates are entitled to 7 days of email support from their trainer to help with any post-course issues.

General Information
Adeptec is a SolarWinds® Authorized Partner.

Training courses are provided by a SolarWinds® Certified Professional (SCP) with extensive industry expertise.

solarwinds CERTIFIED PROFESSIONAL