



## **SVMX201 Agenda**

### **Module 1: Setup & Administration**

- Setting Up Your ServiceMax Core Environment
- Course Story
- Change Log & Revision Schedules
- Test Your Skills Challenge
- Package Installation & Upgrades
- ServiceMax Core Help Resources

### **Module 2: Introduction to Service Plans**

- Overview & Architecture
- Service Plan Components
- Additional Service Plan Components
- Service Pricebooks

### **Module 3: Service Maintenance Contracts**

- Service Maintenance Contracts Overview & Architecture
- Creating Service Contracts from Service Plans
- Additional Entitlement Topics

### **Module 4: Preventive Maintenance Plans**

- Preventive Maintenance Overview & Architecture
- Time-based and Condition-based Use Cases
- Introduction to Task Templates
- Time-based Preventive Maintenance Templates and Plans
- Time-based Preventive Maintenance Processes
- PM Offerings & PM Automation

### **Module 5: Get Price Functionality**

- Overview & Architecture
- Setting Up Get Price
- Utilizing Get Price

### **Module 6: Advanced Dispatch Console Configuration**

- Overview & Architecture
- Event & Subject Rules
- Dispatch Console Hovers & Views
- Immediate Dispatch Process
- Territory, Skill & Technician Rules

### **Module 7: Advanced Service Flow Manager**

- Overview & Architecture
- Advanced SFM Processes
- Additional Advanced SFM Features
- SFM Search

### **Module 8: Inventory Management**

- Overview & Architecture
- Stocking Serializing Products Within Locations
- Requesting Parts
- Additional Product Inventory Management

### **Module 9: Migration Tool**

- Overview & Architecture
- Data Model, Access, and Permissions
- Migration Tool - Key Objects and Fields
- Pre-Migration Actions
- Using the Tool