

A360ADM Agenda

Module 1: Asset 360 Setup, Navigation & Permissions

- Gain an understanding of real-life scenarios utilized throughout the course
- Provision a Trial Environment
- Navigate Asset 360 Items
- Assign Asset 360 Licenses & Permission Sets to Users

Module 2: Asset Management

- Review & Modify Asset Timeline Lightning Page Component Configurations
- Configure a Default Asset Timeline View With Configuration Groups
- Review & Modify Asset Hierarchy Lightning Page Component Configurations
- Configure A Default Asset Hierarchy View & Review Coverages & Notifications
- Install an Asset and Child Asset at a Customer Location

Module 3: Warranty Management

- Review Warranty Management Settings
- Create A Warranty Term & Product Warranty Term & Set An Asset Qualifier To Auto-Generate a Warranty
- Manually Generate an Asset Warranty

Module 4: Maintenance Plan Templates & Maintenance Plans

- Create a Maintenance Plan Template With Applicable Products & Calendar-Based Work Rule Templates
- Create a Maintenance Plan from a Maintenance Plan Template
- Create A Criteria-Based Work Rule Template Associated To A Maintenance Plan Template

Module 5: Service Contract Plans & Service Contracts

- Create a Service Contract Plan with Subcomponents
- Create a Service Contract Using a Service Contract Plan
- Modify A Contract Status To Automatically Update Maintenance Plan Status
- Associate Multiple Service Contract Plans with a Service Contract

Module 6: Entitlement Engine

- Review & Modify Global Entitlement Settings
- Create A Work Order Auto-Entitlement Rule & stack rank When Multiple Coverages Are Found
- Configure Case Interactive Entitlement Settings
- Create an Entitled Service Assignment Rule Threshold on a Service Contract

Module 7: SPM (Service Process Manager)

- Clone an SPM Transaction and Replace an SPM Transaction on a Wizard
- Create a Lookup Configuration In A Transaction Form Layout
- Add a Lookup Context to a Transaction Form Layout
- Enable Multi-Select of Lookup Child Records in a Transaction Form Layout
- Modify An Expression to Add a Condition
- Create an Expression with a Cross Object Reference
- Create an Expression to Dynamically Show or Hide a Form Layout Section
- Create a Mapping & Configure an Autofill Mapping
- Create a Mapping Using Current Record Header Literal
- Create an SPM Transaction To Add To a Wizard
- Add A Step Completion Indicator To A Wizard Step
- Create an SPM Transaction List view
- Check Configuration Usage of SPM Components
- Use the SPM Debug mode to Troubleshoot & Modify Transaction Components

Module 8: Product Service Campaigns (PSC)

- Configure Product service Campaign Settings
- Create a PSC Configuration Template & Define Mappings
- Create a Product Service Campaign and Define Search Criteria & Delivery