



## SVMX201 Agenda

### Module 1: Setup & Administration

- Setting Up Your ServiceMax Environment
- Course Story
- Change Log & Revision Schedules
- Test Your Skills Challenge
- Package Installation & Upgrades
- ServiceMax 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
- Introduction to Task Templates
- Preventive Maintenance Templates and Plans
- Preventive Maintenance Processes

### 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
- PreMigration Actions
- Using the Tool