



Zimbra Web Client for Helpdesk Agents



Delivery Method

- Live, on-line via WebEx

Course Duration

- Three (3) hours

Maximum Students

- Twenty (20)

Target Audience

- Zimbra Tier 1 Helpdesk Agents

Prerequisites

None

Pricing

\$500/student

Course Overview

The Zimbra Web Client (ZWC) for Helpdesk Agents course is designed to teach Tier 1 Helpdesk Agents how to use ZWC from the perspective of the Zimbra end-user. While learning how to use ZWC, Helpdesk Agents will also learn common problems encountered by Zimbra end-users and how to resolve those problems.

What You Will Learn

- How to navigate and use the ZWC
- How to perform the following ZWC tasks:
 - Share
 - Manage Executive Admin shares
 - Import/Export
 - Create personas
 - Link to external accounts
 - Create mail filters
 - Troubleshoot common mail filter problems
 - Perform advanced searches
 - Use the Preferences pages
- Troubleshoot common ZWC issues, including:
 - Identify and resolve common client-side and server-side error messages
 - Identify and resolve the top queries received by Zimbra Helpdesk Agents
 - How to find more information (wiki, forums, online Zimbra documentation)

How You Will Benefit

After completing this course, you will be able to:

- Use the Zimbra Web Client
- Assist Zimbra end-users with ZWC issues