Custom Education Services
Quick Reference Guides

Traditional software training documents are best for coursework and learning. They also provide a good indepth reference, but when you start to work hands-on with ServiceMax, do you really want to carry and search through huge manuals? That's why there are ServiceMax Quick Reference Guides – easy to use one to two page sheets with targeted information for your service team right at their fingertips.

ServiceMax Quick Reference Guides are portable, easy to access and simple to read and follow for all of your new ServiceMax learners. They reinforce daily tasks that promote early adoption and keep your service team engaged with the application, instead of searching documents or calling your help desk.

QUICK REFERENCE GUIDES ARE PROVIDED:

- Alongside a training engagement with ServiceMax, such as Train the Trainer and end-user training

- By a ServiceMax Education Consultant who works with you to develop the right content for your team

- Through an editable format like Microsoft Word®, so process enhancements are easily reflected back to each guide

- By the profile of each ServiceMax learner for a targeted approach to using the application in each service role

Find out how Education Services can help you achieve employee adoption success.
Please contact us at servicemax.ps.customer-training@ge.com.

EXAMPLES OF QUICK REFERENCE GUIDES

Call Center

- Remote Work Order Management
- Entitlement Management
- Field Service Work Order Management

Dispatcher

- Dispatch Console (DC) Basics
- Dispatch Management
- Dispatch Console Customization

Field Engineer

- Mobile Device Installation & Setup
- Response Time Management
- Work Order Debrief/ Completion

Contract Administrator

- Service Contract Setup
- Service Contract Activation
- Service Contract Renewal

The structure of the Guides are simple to read and follow:

User Story/Case
specific business scenario

Process Name
defined business process

Step Actions
instructions for completing the process

Screenshots
illustration of the end user's experience

About ServiceMax

ServiceMax, from GE Digital, leads the global industry of field service management software—an estimated $25 billion market worldwide. The company creates solutions for the 20 million people globally who install, maintain, and repair machines across dozens of industries as the leading provider of complete end-to-end mobile and cloud-based technology for the sector.

About GE Digital

GE Digital is the leading software company for the Industrial Internet, reimagining industry's infrastructure by connecting software, apps and analytics to industrial businesses to drive a Predix-powered world. GE Digital creates software to design, build, operate and manage the entire asset lifecycle—enabling industrial businesses to operate faster, smarter and more efficiently. For more information, visit www.ge.com/digital.

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