
Hi All

Posted by sanisetty - 2008/06/07 08:30

Hi All,

Am new to this group. I am interested to become a Remedy developer.

Currently I am working on Incident Management . I am handling the Service desk Duties
I want to learn more about the RemedyPlease can some one help me in this regard. Thanx in advance. Awaiting your replies at the earliest.

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Re:Hi All

Posted by SteveScooter - 2008/06/16 07:31

sanisetty...
what questions do you have that we can help you with?

steve

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Re:Hi All

Posted by sanisetty - 2008/06/19 22:54

Hi Steve,

What will be the main duties of the Remedy Developer. I want to Learn the Remedy form Basic Things form where i can get the information abt this.

Thax in Advance. Awaiting your replie.

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Re:Hi All

Posted by SteveScooter - 2008/06/24 15:27

I'm not sure I understand the question. Are you referring the the role of Remedy developer? Please clarify.

Thanks.
Steve.

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Re:Hi All

Posted by sanisetty - 2008/07/02 22:33

Yes i am refering the same.

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Re:Hi All

Posted by sanisetty - 2008/08/19 12:37

Hi Steve,

I am having some queries

1. What is the Roles and Responsibilities of the Remedy Administrator?
 2. Differences between configuration and Installation?
 3. What is the necessary steps to be taken while installing and configuration the Remedy in server?
(Can i get any documentation on this)
 4. Differences in Remedy 7.1 and 7.0?
 5. Why remedy admin will use Demo and Development? Uses and How it will work?
 6. How macroses will be used in Remedy?
 7. What is the main use of dashboards? How it will help in real time?
8. U has sent the configuration of the Remedy Server; I want know hw to configure the database in the remedy?
Eg: user creation, group creation, group members creation, company creation, sla creation, cti creation.
On this if I will get some material it will be help full.
9. In remedy in classification if I will select the tire1 tire 2 tire 3,after that if we same the remedy ticked automatically the ticket is assign to the concern group, hw to do it, where I need to configure like this?
10. How to configure the SLA?
 11. For what purpose dash boards will be used & hw it will work?
 12. Can I get any video tutorial on remedy?
 13. What is crystal reports?
 14. Hw to configure the notification mailing system in remedy? Where I can draft and send the mail?
Eg: I have logged the call in remedy, mail is reached the user stating with incident no. and when the same ticket is resolved again they will the resolution mail,

Please can some one help me in this regard. Thanx in advance. Awaiting your replies at the earliest.

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Re:Hi All

Posted by ravikanth170 - 2008/08/28 00:13

Sanisetty nice to meet you.
what u have asked is for the total Remedy class for a beginner and to answer all your questions it will take several hours discussing in depth.
You need to get hold of a tutor or join online courses to learn all these things.

all the best
ravi

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Re:Hi All

Posted by ravikanth170 - 2008/08/28 00:15

if u have any particular question
feel free to ask and i will try to help u
cant teach u total remedy on-line :)

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