

ServiceNow: Telecommunications, Media, and Technology Essentials Training

COURSE CONTENT

GET IN TOUCH



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About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

The ServiceNow: Telecommunications, Media, and Technology Essentials training by Multisoft Systems is specifically designed for professionals in the telecom industry looking to leverage ServiceNow for enhancing operational efficiency and customer relations.

Module 1: Introduction to TMT Service Management

- ✓ Telecommunications, Media, and Technology Overview
- ✓ TMT Service Management
- ✓ Service Management for Telecommunications, Media, and Technology

Module 2: Service Bridge in TMT

- ✓ Service Bridge
- ✓ Service Bridge for Telecommunications, Media, and Technology

Module 3: Proactive Service Experience

- ✓ Proactive Service Experience
- ✓ Proactive Service Experience Workflows

Module 4: Order Management for TMT

- ✓ Order Management for Telecommunications, Media, and Technology
- ✓ Lab Instance Help
- ✓ Lab Documents and Supporting Files
- ✓ Utah New Features
- ✓ Order Management Overview

Module 5: Specification and Catalog Management

- ✓ Specification Relationship
- ✓ Decomposition Rules
- ✓ Mapping Specification with CI Class using category
- ✓ Functional Flows
- ✓ Catalog Versioning
- ✓ Product Catalog Demonstration
- ✓ Enhanced Product Catalog Experience

Module 6: Order Capture and Fulfillment

- ✓ Order Capture and Fulfillment
- ✓ Order Capture Demonstration
- ✓ Orchestration Plan UI

Module 7: Compatibility Rules and Order Decomposition

- ✓ Horizontal Relationships
- ✓ Compatibility Rule Demonstration
- ✓ Staggered Decomposition

Module 8: Advanced Order Management

- ✓ Quantity Support
- ✓ Attribute Propagation
- ✓ Workflow Management
- ✓ Order Lifecycle
- ✓ Order Priority
- ✓ Fallout Management
- ✓ In-Flight Order Change

Module 9: Technical Service Qualification and APIs

- ✓ Technical Service Qualification
- ✓ OMT Rest API

Module 10: Assessment and Conclusion

- ✓ Accreditation Exam
- ✓ K23 Order Management Lab
- ✓ Additional Information