

## TRAINING COURSE OUTLINE:

# FYB SERVICE2CM



### Course Duration

1 ½ hours

### Delivery Mode

Remote training session via Microsoft Teams

Training is delivered within your environment to contextualise the training to your setup and build version

The training session will be recorded and provided upon conclusion of training for your reference

### Pre-requisites

Content Manager Introduction and Intermediate

### Audience

Suitable for Content Manager and ServiceNow Administrators responsible for the management of information.

This training course allows you to have up to a maximum of 10 trainees to attend.

### Overview

This training course provides attendees with an understanding of how FYB's Service2CM can be used to archive information from ServiceNow into Content Manager.

Attendees will learn how to configure Service2CM to capture information from Cases, Requests, Request Items and Incidents.

### Topics

This training course will cover the following within Service2CM:

- ▶ Navigating Service2CM
- ▶ Providing an understanding on how information from ServiceNow can be generated into Content Manager
- ▶ Mapping ServiceNow Metadata to Content Manager Additional Fields
- ▶ Configuring report Templates
- ▶ Capturing Accounts and Contacts from ServiceNow into Content Manager as Locations

Please note that the provision of training materials or digital handouts are not included in the training. However, online help guides are available to reference and quotes for custom training materials can be provided upon request.

**TO BOOK NOW [CLICK HERE](#) OR CALL 1800 392 392**



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