SedonaOffice

13TH ANNUAL USERS CONFERENCE
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SedonaOffice 101
Service Management I

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Session Overview

This session will cover the layout, concepts and terminology, and general navigation of the SedonaSchedule application. The *SedonaSchedule Navigation Reference Guide* will be referred to throughout this session. Listed below are the topics and pages to which the class presenter will be referring.

Major Topics covered during this class include:

Topic	Page Numbers
Application Layout & Terminology	5 - 9
"Above The Ribbon" Functions & Options	10 - 15
The Ribbon Functions & Options	16 - 30
Calendar Bar / Detail Viewer	31 - 34
Configurable Customer Search	36 - 38
Ticket Queues – Accessing & Configuring	40 – 57