

### DESCRIPTION:

This hands-on training course is targeted at those who administer Apex configuration. This class will cover the following application topics in detail.

### TOPICS:

#### **Customization**

- Menu Designer
- Screen Designer
- Ticket screen templates
- Dropdowns (Search Setup)

#### **Data**

- Basics (Tables & Fields)
- Custom Fields & Usage
- Data Importing
- Data Exporting

#### **Data Replication**

- Troubleshooting
- Logs
- Adding a second instance

#### **General**

- System Configuration Navigation & Usage
- Ticket copy Hierarchy
- Logs
- Online Help

