



Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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Citrix Virtual Apps and Desktops 7.1xHelp Desk Support

CODE:	LENGTH:	PRICE:
CTX_CXD-105	16 Hours (2 days)	kr18,000.00

Description

The Citrix XenApp and XenDesktop Help Desk Support course provides help desk representatives with the skills required to effectively troubleshoot and resolve user issues faster, prevent issues from reoccurring and use the proper consoles during troubleshooting to quickly determine the root cause of user issues within a XenApp or XenDesktop 7.x environment. Students will leave class with the ability to troubleshoot user issues, including interpreting user needs, asking the proper questions to resolve common issues, and applying documentation practices when troubleshooting to ensure a smooth transition when escalation is necessary.

Session Dates

Ved forespørsel. Vennligst [kontakt oss](#)

Tilleggsinformasjon

Denne treningen er også tilgjengelig som trening på stedet. Kontakt oss for å finne ut mer.