

# data sheet

## Saba University Saba Centra Help Desk Workshop

### Features

- ½ day, virtual or physical classroom
- Up to 12 people
- Equips Help Desk staff to support Saba Centra products

### Audience

- Help Desk
- IT Staff

### Overview

Saba University workshops are training experiences that enable participants to develop expertise quickly in a focused, intensive learning event. Participants learn in a realistic setting with immediately applicable activities and exercises.

The Saba Centra Help Desk Workshop provides an overview of the Saba Centra client installation process and presents the guiding principles of the help desk function. Topics include:

- Centra Overview
- Client Installation
- Connectivity – Process and Troubleshooting Tools
- VoIP Audio – Components and Troubleshooting Tools