

SO Sedona-X Mobile App Training Options

The Sedona-X Mobile Training for SedonaOffice Customer will focus on instructing end users on the functions within the individual core application functions as they relate to various job functions within your organization. The goal of this training is to make the user comfortable with the application and understand how the tasks for which they are responsible affect other users of the system. 1:1 training is billable, and hours are only estimates and may vary with each consultation.

1:1 Billable Training Topics and Estimated Time Allocation

Module	Topic	Time Est.
API 2.0 Technician Admin Setup	<ul style="list-style-type: none"> • Logging into the API 2.0 • Role Group Setup <ul style="list-style-type: none"> ○ Review five (5) main default role groups and review the matrix • Setup of Users in API • Downloading and Logging into Sedona-X Mobile app 	1- 1.5 Hours
Custom Role Group (optional)	<ul style="list-style-type: none"> • Optional training 	1 Hour
Sedona-X Mobile App (Per Session)	<ul style="list-style-type: none"> • General Navigation • Customer <ul style="list-style-type: none"> ○ Searching, viewing, calling customers, accepting payments • Using CC swipers • Processing Go-Back and Resolved tickets • Service Tickets <ul style="list-style-type: none"> ○ Searching ○ Appointments ○ Adding/editing/resolving ○ Customer Signature • Scheduling Inspection Tickets and impact on Sedona-X Mobile App • Scheduling Jobs and impact on Sedona-X Mobile App • Inventory Setup and Impact on Sedona-X Mobile App • Calendar 	2 Hours / per session

On-Demand Content

We are excited to present our meticulously crafted knowledge base for the Sedona-X Field Service mobile app. Packed with insights, tutorials, troubleshooting guides, and best practices, it is your go-to resource for enhancing your field service operations, whether you're a seasoned user or just starting.

SedonaOffice Knowledge Base

[Sedona-X Mobile Knowledge Base](#)

Quick Start eLessons and Articles

[Sedona-X Mobile: eLesson](#)

[Sedona-X Mobile: User Setup](#)

[Sedona-X Mobile: App Setup](#)

[SedonaAPI eLearning \(Sedona-X Admin Tool\)](#)

- [Sedona-X Mobile API Endpoints and Role Permissions](#)
- [Sedona-X Mobile: User Permissions](#)

Quick Start Training Videos

- [Sedona-X Mobile Part 1: App Set Up](#)
- [Sedona-X Mobile Part 2: The Jobs Screen](#)
- [Sedona-X Mobile Part 3: Viewing, Adding, and Editing Jobs](#)
- [Sedona-X Mobile Part 4: Service Tickets](#)
- [Sedona-X Mobile Part 5: The Customer Screen](#)
- [Sedona-X Mobile Part 6: Calendar and Home Screen](#)
- [Sedona-X Mobile Part 7: Setting Up Users](#)