



## **Zimbra Messaging Clients for Helpdesk Agents**



## Delivery Method

- Live, online via WebEx

## Course Duration

- Three (3) hours

## Maximum Students

- Twenty (20)

## Target Audience

- Zimbra Tier 1 Helpdesk Agents

## Prerequisites

None

## Pricing

\$350/student

## Course Overview

This course is designed to teach Zimbra Tier 1 Helpdesk Agents how to use and support users of messaging clients with Zimbra Collaboration accounts.

## What You Will Learn

You will learn how to set up and/or use the following messaging clients to work with Zimbra Collaboration accounts:

- Outlook with Zimbra Connector for Outlook (ZCO)
- IMAP/POP Email Clients with Mozilla Thunderbird
- CalDAV Calendars
- ActiveSync Mobile Devices
- Zimbra Desktop

## How You Will Benefit

After completing this course, you will be able to:

- Configure each messaging client for use with Zimbra
- Sync each messaging client with Zimbra
- Describe special considerations for each messaging client
- Resolve the most common issues that users experience with each messaging client



100-7373 Lajeunesse  
Montréal, Quebec  
H2R 2H7, Canada  
T. +877 288 7448

[www.gestion-ressources.com/site/content/zimbra](http://www.gestion-ressources.com/site/content/zimbra)