

Support staff education plan

This page shows the training plan that a newly hired support employee must go through.

List of working materials

Hardware:

- Standard office laptop (as of 2025: 16 GB RAM - 6-8 Core CPU - SSD 500 GB)
- 3CX compatible phone device
- Headset

Tools (accounts for):

- passmanager.b-op.com (Password tool, where all company given passwords must be stored. All passwords must consist of at least 16 digits and contain upper and lower case letters, numbers and special characters.. Do not use same passwords for different applications, customer system access etc.)
- www.office.com (ZUGSEIL Office 365 Account: Here the complete Office package can be downloaded: Teams, Word, Excel, Outlook, etc.)
- helpdesk.b-op.com (Ticket system for customer support requests)
- seilergroup.on3cx.de (Telephone client software for internal and external telephone calls. Incoming support calls can be accepted via this.)
- jira.b-op.org (Tool for creating tasks for development, IT department)
- wiki.zugseil.com (ZUGSEIL Wiki)
- aw.b-op.org (B-Op admin Wiki)
- securecloud.b-op.com (Tool for sharing files. All customer support data can be found in this cloud. Will be moved to cloud.b-op.com in the near future.)
- cloud.b-op.com (Tool for sharing files in the company.)
- demo-shop.b-op.com (Demo environment to get to know the ZUGSEIL applications. This environment is also used for customer presentations.)

Education plan overview

Week	Plan	Goals
1	In the first week there is an introduction to the tools Teams, Outlook, Helpdesk, 3CX, Jira, Cloud.	<ul style="list-style-type: none">• The employee must be able to log in to all applications• The employee must be able to create a BTF task in Jira• The 3CX must ring when the employee receives a call via the support number.• The employee must be able to view tickets for all ZUGSEIL customers in the helpdesk.• The employee must have full access to the support directory in the cloud. Know where the manuals are located and how the customer sites are structured.
2		

