Who uses the Remedyforce Console?

The Self-Service Portal?

**Remedyforce Console**

Remedyforce Console (Main)

* Create New Record from Console
* Multi-Select
  + Delete Multiple Records
  + Change owner
  + Update Multiple Records
* Console Views (filter)
  + Change View
  + Modify View
* Search for Records
* Change Columns
* Switch between objects e.g., Incidents, Tasks
* Reload Form
* Paging
* QuickViews
  + QuickView vs. RF Console Views

**Remedyforce Self Service**

* Search
* Submit a Ticket (Incident)
  + On Behalf Of
* Request a Service (Service Request)
  + Service Catalog
* View Tickets
* Manage Approvals
* Knowledgebase
* Service Health

**Additional**

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| **Remedyforce Console** | <https://docs.bmc.com/docs/remedyforce/201702/en/overview-of-the-remedyforce-console-tab-679715308.html?src=search> |
| **Self-Service** | <https://docs.bmc.com/docs/remedyforce/201702/en/using-self-service-3-0-679715464.html> |