

3. Work History and Bookmarks



Tim starts his workday by launching Service Studio.

Service Studio

Work History

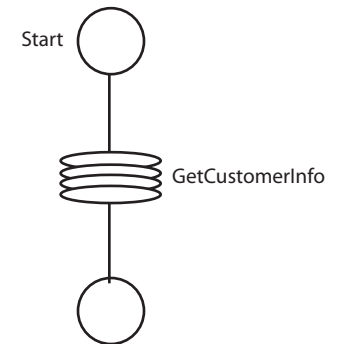
- o
- o database connection
- o query to get customer info
- o save customer records

He clicks on the Work History tab to see the last steps he took on the platform.

Service Studio

Work History

- o
- o database conn..
- o query to getCus..
- o •save customer ..



He double clicks on the last item, which takes him to the related code piece he was working on.