

Basic Package

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Keywords

Service, Package

Symptom (public)

Problem (public)

Solution (public)

German: Basispaket [["https://www.helpdesk.rrze.uni-erlangen.de/faq/Glossar/Basispaket"](https://www.helpdesk.rrze.uni-erlangen.de/faq/Glossar/Basispaket)]

The basic form of a service package [["https://www.helpdesk.rrze.uni-erlangen.de/faq/Glossary/Service_Package"](https://www.helpdesk.rrze.uni-erlangen.de/faq/Glossary/Service_Package)], designed to cover the general needs of a customer. It can be expanded through add-ons [["https://www.helpdesk.rrze.uni-erlangen.de/faq/Glossary/Add-on_packages"](https://www.helpdesk.rrze.uni-erlangen.de/faq/Glossary/Add-on_packages)], either in parts or as a whole.