

Helpdesk Service Calendar DeskCenter .Web

A major Responsibility

Imagine a modern business company without perfect customer support. Unbelievable? Also unacceptable is an IT structure without a well organized client support. For the IT administrators this means a big responsibility. A professional tool to manage the organization, documentation and daily service requests is essential for them. With DeskCenter Helpdesk we deliver the optimal working tool, to handle all support tasks consequently, with a high performance and employees can get back to work faster.

Trouble Management

With the Helpdesk system you can record all user service requests as trouble tickets, create job orders for the service staff and manage problems efficiently. The direct access to user data and asset information is possible at any time.

Appointment Management

The Service Calendar extends the Helpdesk module to the function of a planning tool that allows you to control all appointments of the support. These appointments can be combined with a computer system, components, a trouble ticket or a user. Recurring tasks get managed as serial appointments.

Knowledge Management

The Knowledge Base is a resource data base to list all problems and the solutions in real-time and accessible for every employee. To look up the articles you can use the comfortable search function. So the Knowledge Base is help for self-help and also releases the support.

Service Management Solutions

practical / high-productive / easy to learn

Features

Helpdesk

- Tailor-made escalation management
- Administrate different projects
- Automatic assignment to defined technicians
- Adaptable notification system
- Create email- & ticket templates
- Extensive reporting functions

Service Calendar

- Manages timetables
- Fully integrated resource planning
- Classification of appointments to computer systems, users and tickets

DeskCenter .Web

- Single Point of Contact - help function
- Knowledge Base for self-support
- Comment function to show complete ticket communication
- Granular system to administrate access rights
- Export functions for Microsoft Excel and Adobe pdf

„The Helpdesk System allows a fast, reliable support for all our employees and a clear ticket administration. Also the price and the quick implementation have convinced us.“

Andreas Paland, Landkreis Cuxhaven

The “Landkreis Cuxhaven” has 11 helpdesk workstations and administrates 850 clients with them.

Your Advantages

- Easy to integrate and ready to operate
- Safe ticket administration
- Location-independent web access
- Unfailing documentation and problem analyses
- Flexible and easy to administrate workflows
- Direct access to system assets
- Create tickets automatically
- Monitoring of different email addresses
- Better service quality through faster processing times
- Allocate measures and costs

Mobile Web Access

With DeskCenter .Web you have access to the Helpdesk System everywhere at any time. Users are able to create trouble tickets independent from location and the status of the trouble ticket can be followed up and viewed at any time online. The support can handle and close these tickets the same way. So you have access to all data of the ticket center in the system manager. Now problems can be solved even faster and more efficient.

License

DeskCenter Helpdesk and the Service Calendar are available as plug-ins and licensed per workplace. The Web-Module is already included in the basic package.

DeskCenter®
Solutions

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