



## Service Desk

### Deskcenter Servicedesk, the Helpdesk-Modul

A helpdesk covers many different processes, such as incidents, malfunctions, requests, problems or changes. Our helpdesk module is focused on incidents and problems, the incident and problem management.

### Incident-Management

Incident management describes the process of responding to detected incidents. The concept, the process and the tools are used to resolve incidents quickly. Communication is a top priority, and both users and stakeholders should be in a constant exchange of information.

The service desk is designed to receive, classify, and handle incidents, with incident management being the management of all incidents throughout their lifecycle. The aim is to resolve incidents at agreed service levels as quickly as possible with a workaround in order to minimize any further negative impact on business processes.

### Problem-Management

Das Problem-Management describes the process of basically eliminating or preventing recurring incidents. Thus, it also serves as the basis for a Known Error Database or a Knowledge Base. Problem management contributes to holistic service management by identifying the root causes of problems. This prevents incidents and initiates many processes in change management and infrastructure improvement. The goal is to permanently resolve recurring incidents.

Problem management is mainly divided into two types:

- » Reactive Problem-Management:  
Existing incidents are handled.
- » Preventive Problem-Management:  
Using a vulnerability analysis, an attempt is made to prevent incidents.



- ✓ **Process optimization:**  
Digitization and acceleration of workflows
- ✓ **User satisfaction:**  
Increasing the acceptance and user satisfaction
- ✓ **Efficiency:**  
Solution of recurring issues, improvement of communication, automation of processes.

## Functionality with many benefits:

- » **Cohesive processes:**  
Incident and problem management are mapped with corresponding correlations, a malfunction causes problems.
- » **Various input channels:**  
Depending on the configuration, users can use different input channels, such as e-mail, telephone or service portal. This provides the option of opening a ticket outside of support hours.
- » **Modern web portal for users:**  
Users can not only create tickets in the service portal, but also view their history and status. This offers users more transparency.
- » **Templates:**  
Individually defined templates are available for creating tickets. The use of templates significantly simplifies the creation of tickets.
- » **Project assignment:**  
Tickets are assigned to projects. This makes it possible to distinguish between areas, for example.
- » **Hierarchical categorization:**  
Individually definable categories set default values for the service desk. An evaluation of these helps to increase quality in this area.
- » **Automatic notifications:**  
Via freely configurable event notifications, communication with the participants is always ensured and everyone is fully integrated
- » **Responsibility**  
Eine mehrstufige Zusammenarbeit wird über verantwortliche Bearbeitergruppen geregelt.
- » **Prioritization and escalations:**  
Defined service and escalation times help maintain service levels, with ticket prioritization doing its part.
- » **Knowledge Base:**  
Knowledge base articles are used to reduce queries. It is available to users in the portal and can contribute to easier troubleshooting in support.
- » **Integration asset management:**  
Asset management is fully integrated into the helpdesk module. For example, the respective assets can be selected in the event of hardware faults. This makes error analysis much easier.
- » **Integration Client-Management:**  
Software deployment is directly integrated. Thus, tickets can be solved via the allocation / repair of software without having to consider other tools.
- » **Reporting:**  
Various evaluations are supported by flexible reporting. This allows processes to be optimized and the quality of support to be increased. Ultimately, user satisfaction should always be increased.



## Ticket - Asset - KB article



1. The user creates a ticket because he has problems with his monitor (resolution is not correct). For this purpose, he can access a template. While creating the ticket, the user can assign his assets - in this case his monitor..
2. A support employee responds to the ticket. Thanks to the integration of the modules in asset management, he can view the relevant monitor directly from the ticket. The information maintained on the asset indicates that it is a new 4K monitor.
3. The support agent can send or refer the user to the solution directly from the knowledge base.
4. Once the ticket is solved, the user receives the information about its completion.



## Ticket - AD Integration



1. User creates ticket, i.e. via telephone call, that his password was blocked.
2. The direct integration with Active Directory allows support staff to reset the password without switching to Active Directory.
3. Once the ticket is solved, the user receives the information about its completion.

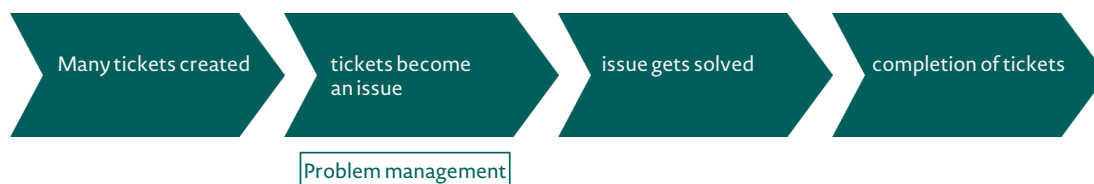


## Ticket - Software deployment



1. The user creates a ticket, i.e. via telephone call, that he has problem with a software.
2. The direct integration with the software deployment allows the support agent to reinstall the software package.
3. Once the ticket is solved, the user receives the information about its completion

## Ticket- Problem



1. Many tickets are created for one incident.
2. A support engineer notices that it is always the same error and therefore creates an issue.
3. By closing the issue, the tickets are automatically closed.

