

Essential Help Desk

An IT help desk solution for Lotus Domino

Overview

Essential Help Desk has been designed to provide a flexible and cost-effective Helpdesk solution for the Lotus Notes/Domino "groupware" environment.

The application is modular in construction and includes the following functional components: Incident Management, Asset Management, Knowledge Management, Customer Profiles, a Customer Portal and a combined Technicians Desktop/Configuration database.

Suitable for use within the corporate enterprise and the small/medium business alike, Essential Help Desk is ideal for any organisation that has already invested in a Lotus Notes/Domino mail and messaging infrastructure.



Incident Management

- 'Quick Call' templates for quick and easy incident ticket generation
- Hierarchical and dynamic problem categorisation up to 5 levels deep
- Category based call scripting to ensure structured data capture and to provide a consistent and relevant first line response
- Fully automatic, skills based incident ticket routing (with manual option)
- Comprehensive SLA management facilities with auto escalation
- High Impact Ticket (HIT) – single problem, multiple callers - tracking & resolution management

Asset Management

- Support for an unlimited number of different asset types with unique and user defined profiling for each
- Tracking of current asset owner/user and asset location information

- Self-building asset 'history' providing complete chronology of asset related problems
- Tracking of warranty expiry and maintenance renewal dates
- Tracking of supplier and maintenance provider details

Knowledge Management

- Multi-media enabled knowledge management environment
- Unlimited number of user defined categories at each of up to 5 levels
- Workflow to facilitate auto population of knowledge base from resolved incident records
- Separate workflow to facilitate first approval and then review of knowledge entries
- Automatic e-mail notifications for: - i. New knowledge entries requiring approval, & ii. Existing knowledge entries approaching review

Desktop & Configuration

- Single screen navigation to each deployed system module
- Provides access to system configuration database for authorised personnel
- Provides shortcut facilities for direct data entry into each system module

Customer Profiling

- Support for unlimited number of customer profiles
- Support for customer specific SLA's
- Ability to associate customers with specific Service Contracts
- Self-building customer 'history' providing complete chronology of customer reported problems

Customer Portal

- Web based customer interface to facilitate 'self-help' and allow customers both to log and to track their own calls



**Essential
Business
Software**

KEY FEATURES

General:

- Supports ITIL compliance
- Web enabled customer interface
- Designed for R5 & ND6 (R4 compatible)

Customer Interface:

- Electronic logging & tracking of support requests
- Access to self-service knowledge bases & FAQ lists
- Customer Service Bulletins

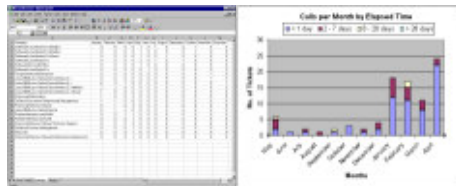
Technician Interface:

- Tracks status & history of all work
- Comprehensive escalation, routing and SLA management
- Graphical SLA conformance and management reporting
- Builds support history both for callers and for equipment
- Numerous service quality and efficiency mechanisms including call scripting, 'Quick Call' templates, high impact incident resolution facilities and 'auto-suggest' solution delivery.

**FOR MORE
INFORMATION PLEASE
TELEPHONE
01483 863000
OR VISIT
[WWW.Time-Technology.co.uk](http://www.Time-Technology.co.uk)**

Reporting

Essential Help Desk includes a comprehensive and configurable reporting facility allowing you to export reports directly to MS-Excel.



Benefits

- Reduced end user support costs
- Increased end user satisfaction
- Improved performance against SLA targets
- Increased job satisfaction for support providers
- Proactive identification of problem areas
- Detailed analysis of resource utilisation
- Comprehensive reporting of results

As pressure grows on organisations to make best use of their resources Information Technology has become the engine for improved communication and organisational efficiency. Keeping that engine running has become a mission critical business process.

Essential Help Desk is affordable, available today for use tomorrow. Why wait? Contact EBS now for a demonstration or a free evaluation copy and find out how much your organisation can benefit.

Some things to ask yourself:

Do you know how much your support operation costs you per call to the helpdesk?

How much more does it cost you to escalate a call from the helpdesk to second line and beyond?

How many more calls could be answered at first line, or avoided completely, by implementing Essential Help Desk to deliver knowledge assisted service at first line and for true customer self help?

Requirements

Essential Help Desk is a Lotus Domino application that needs a Notes/Domino client-server environment within which to operate. It will run on Windows 95 or Windows NT in conjunction with a Lotus Notes V4.5 (or above) client and Lotus Domino V4 (or above) server. The customer portal facility is fully web enabled and does not require a Lotus Notes client.

Licensing & Deployment Option

Several different licensing models are offered for Essential Help Desk such that organisations large and small, distributed or centralised, can deploy the product cost effectively.

Standard licence options include: -

The SMB Starter Pack – Single server, 10 technician licenses

The Enterprise Starter Pack – Single server, unlimited technician licenses

The Company Licence – Unlimited servers, unlimited technician licenses, single 'replicated' data set

The Enterprise License – Completely unrestricted deployment within a single organisation

Additional server and client licenses can be added to each of the above licensing models as required.

Pricing Policy

Essential Help Desk was developed to satisfy the demand for highly functional and off-the-shelf Notes/Domino helpdesk products at an affordable price point. In addition, Essential Business Software wishes to offer an unbeatable value proposition at all times. As such, EBS is committed to maintaining the price of the application at least 10% below that of its nearest competitor whose product offers comparable levels of functionality. Please contact EBS for more information.

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