

Helpdesk Service Calendar DeskCenter.Web



All-round support functionality

DeskCenter Management Suite's Helpdesk delivers all-round support functionality. It creates, organises, tracks and resolves all of the issues pertaining to organisation's IT infrastructure.

DeskCenter's Helpdesk significantly improves the response time and increases overall productivity of the support personnel. Systems, components, documents and daily service requests are conveniently presented in one, single dashboard.

HelpDesk is fully integrated with Inventory discovery, and can be used to add further functionality to Software deployment and AppCloud.

Incident Management

With the Helpdesk, there's always direct access to user and asset information. Efficiency is achieved with service requests recorded as tickets, while work orders are created automatically for service personnel.

Time Management

DeskCenter's Helpdesk introduces a Calendar which functions as a planning app where all the dates, times and Helpdesk staff are simultaneously controlled together. In addition, all system components, tickets and users are interlinked. Recurring tasks or requests are managed in a series of dates or times.

Knowledge Management

Every employee can access the Knowledge Base articles with problems and resolutions in real time. A targeted search provides a solution, if available, dramatically improving on the resolution time and relieving the Helpdesk staff to attend to unresolved tickets.

DeskCenter.Web

Accessible from anywhere, allows users to manage their own support and service tickets.

Service Management Solutions Practical, Efficient and Comprehensive

Features

Helpdesk

- Custom Escalation Management
- Simultaneous multiple projects
- Template based tickets
- Automatic assignments to defined technicians
- Adaptive alert system
- Rich E-mail and ticket templates
- Extensive Reporting

Service Calendar

- Schedules Management
- Fully integrated resource planning
- Linking dates, times, systems and users

DeskCenter .Web

- Single Point of Contact
- Knowledge Base for self support
- Extensive assignment of user rights
- Export functions for Microsoft Excel and Adobe pdf

Benefits

- Smooth integration and readily available
- Easy ticket management
- Comprehensive analysis of problems
- Global access via web interface
- Unfailing documentation and problem analyses
- Flexible, easy to automate workflows
- Direct access to system assets
- Automated ticketing and monitoring
- Monitoring different email accounts
- Improved service quality
- Assignment of activities and costs

Mobile Web Access

DeskCenter's .Web Console allows for anytime, anywhere access to the Helpdesk system. New tickets can be created, assigned and escalated and the status of open tickets can be monitored. At the same time, the Helpdesk personnel can edit and close tickets using the .Web interface. The centralised access to the system allows for the "bird's eye view" of the overall Helpdesk status. Ease of access speeds up and simplifies

"The DeskCenter's Helpdesk system allows us a fast and reliable support of all of our employees, as well as a comprehensive ticket management. Quick and thorough implementation made our decision to go with DeskCenter's Helpdesk even easier."

Andreas Paland, Landkreis Cuxhaven

The "Landkreis Cuxhaven" has 11 helpdesk workstations and administrates circa 850 clients with them.

WEB API

Optionally, the WEB API can be licensed to allow integration into other core systems.

DeskCenter®
Solutions

DeskCenter Solutions UK
Hare Hatch Grange
Bath Road
Hare Hatch
RG10 9SA

Phone +44 (0) 1189 406 457
www.deskcenter.co.uk