

Target Helpdesk DATASHEET

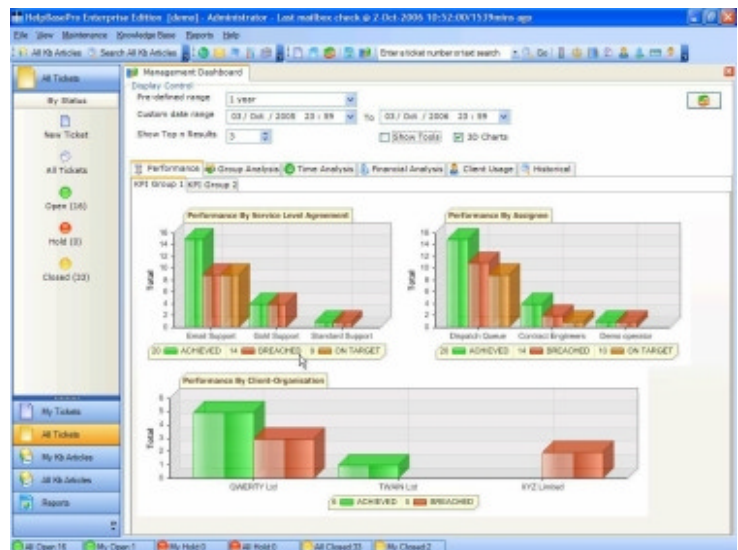
Target Helpdesk Features Datasheet



Target Helpdesk - Helpdesk & KnowledgeBase Solution for Professionals

Actionable Insight for Helpdesk Managers

Helpdesk performance information is often “too much, too late.” The sheer mass of helpdesk data often hides critical issues, such as capacity shortfalls or increasing call resolution times, until it is long too late. Managers waste time sifting through reports to discover problems after they have already worsened, or find improvement opportunities after they have already passed. There is a better way. With Target Helpdesk Management Dashboard you do not need to go looking for important helpdesk information, it seeks you out. Track Key Performance Indicators for your helpdesk in real time, and lets you act immediately to improve performance- right from your seat!



With Target Helpdesk you can:

- Monitor Helpdesk effectiveness in real-time
- Accelerate and immediately execute Helpdesk decisions
- Reduce Costs of ownership with a proven architecture

Basic Features

- Record new helpdesk jobs
- Update and close jobs
- Place jobs on hold
- Transfer to other helpdesk operators
- Assign Priorities to Jobs
- Specify target Job completion date based on Priority
- Categorise Jobs
- Record time and money spent on each Job
- Define unlimited numbers of Customers/End-users
- Specify Customers' support contract expiry
- Define unlimited numbers of helpdesk operators
- Restrict specific functionality to certain operators
- Knowledge base search
- Specify working hours (this affects target completion date)
- Escalation notification to operators and users
- Maintain Asset information
- Link files to helpdesk jobs (e.g. for screen-dumps of error messages)

Highlighted Features

Scalable Database

Target Helpdesk uses the Microsoft Desktop Engine (MSDE) for smaller data requirements and scales up to Microsoft SQL Server for those with high volume data requirements.

Secure Encrypted Authentication

Target Helpdesk uses secure encrypted user authentication so users passwords are never sent across the network or stored in the database unencrypted!

Role Based Users

Target Helpdesk allows you to identify users to be administrators or operators. This then defines whether the user has access to administrative functions which is handy for controlling changes to key parts of the system.

Queues

Target Helpdesk allows ticket requests to be placed in queues. This can assist workflow and allows supervisors, managers or queue co-ordinators to assign work accordingly. Queues are handy holding areas and may be defined by you so, for example, department managers may take control of distributing tasks to the relevant qualified individuals in their team.

Inline Help

Support specialists new to Target Helpdesk will find it a breeze to get up to speed with our carefully designed familiar and intuitive interface, online help and inline help. Our winning inline help provides support specialists with relevant hints and tips throughout the application from login right through to raising a ticket request. This feature helps improve the learning curve and reduce training requirements.

Ticket Lock Management

Target Helpdesk recognises the team environment, whether the team is in the same room or dispersed across floors or physical geographical locations. As soon as a support specialist begins editing a ticket's details, Target Helpdesk locks that ticket so no other users can update the ticket at the same time. Locks are automatic and are released the second a support specialist finishes editing a ticket request.

Report Suite

Target Helpdesk comes with an extensive range of reports and advanced filtering options to enable you to monitor and manage helpdesk activities. The Target Helpdesk report suite uses the Crystal reports engine which means you get all the benefits of the highly acclaimed Crystal reports engine such as being able to export report data to a PDF document, excel document, word document etc.

KnowledgeBase

Target Helpdesk actively encourages capturing and sharing knowledge as part of the ticket request process. When tickets are complete, the support specialist has the option to save the ticket request and solution information into the KnowledgeBase. This makes the information accessible for everyone and with extensive KnowledgeBase search capabilities, Target Helpdesk makes finding KnowledgeBase articles easy to locate.

Configurable System Options

Target Helpdesk is as flexible as you want it to be. Initially the system will install with some predefined options to get you going quickly. However, when you wish to

introduce a new category or a new queue for example, you can do so to match your needs. Everything from the levels of priority that you assign to a ticket request to the status you assign are fully configurable by you!

Custom Fields

You need never miss a piece of information when raising a ticket request! As well as entering the standard details such as a title, notes etc., Target Helpdesk lets you define additional questions to be asked when raising a ticket request. You can choose whether the answer is free-format text, a date picked from a calendar, a number or a pre-defined answer picked from a list. Target Helpdesk even lets you decide if answers to these questions are mandatory or can be changed at a later date.

Utility Toolbar

The utility toolbar gives helpdesk operators quick and easy access to standard commonly used helpdesk applications. This saves time and effort thus increasing efficiency.

Custom Start-up

Target Helpdesk custom start-up options allow you to have the data you need when you start.

Service Level Management

Target Helpdesk provides very powerful capabilities to allow you to manage organisational and contractual obligations. Service Level Agreements can be defined and allocated to client individual contacts, client organisations, assets and system-wide for default assignment. When a ticket is raised, Target Helpdesk calculates the most relevant service level agreement according to the contact and any asset identified. The service level agreement can be used to pre-fill many aspects of the ticket request based on the service level owing to the client. Service Level Agreements can suggest everything from the follow-up date and due-date of a ticket request to who is the escalation contact should the ticket not be completed in the agreed timeframe. Official detailed electronic documents can even be attached to service level agreements for quick reference by helpdesk specialists.

Time & Materials Billing

Keep track of all time and materials spent on a ticket. Technicians can log units of time spent on a ticket. With seamless integration with the asset inventory, technicians can also identify materials that have been used on a ticket. Chargeout rates can be assigned on a per client basis allowing you ultimate personalised control. The reporting suite allows you to effectively analyse ticket costs.

Attachments

A powerful feature of Target Helpdesk is that you can store documents and files of any type against almost all objects for the record and reference. Whether you want to store an excel document or a screenshot of an error message against a ticket, or you want to store a word document or photo image of a contact against a client record, Target Helpdesk allows you to do this with ease for later reference.

Ticket Auditing

Whenever changes are made to a ticket, Target Helpdesk records it! Whether you are a helpdesk specialist or a manager wanting to get an insight into the history of a ticket, taking a look at the audit trail gives you all the information by date/time, action and who performed the action that you could want!

Microsoft Office Outlook 2003 AddIn

The Microsoft Office Outlook 2003 AddIn lets you effortlessly keep ticket notes up-to-date. Whenever a technician sends or receives a ticket-related email, the AddIn

automatically updates Target Helpdesk!

Active Directory

With integrated active directory support, you can import and update all your current users, groups and clients to Target Helpdesk. This makes it even simpler to manage your helpdesk.

Management Dashboard

Target Helpdesk gives you "touch of a button" reports on every aspect of a department such as targets, staff performance etc. So you can see how everything is running at a glance.

Web Ticket Submission

Target Helpdesk gives you multiple options for raising and updating tickets via the internet. The Client Web Portal gives your clients the opportunity to create and update tickets on the web. The Inbound Email processing lets people email your support address to raise and update tickets. You can also make it simple for your contact web page to register tickets in Target Helpdesk. This means you can integrate web ticket requests into your web site regardless of the technology you use making it seamless! Simply direct your web form to the nominated Target Helpdesk email address and Target Help desk will automatically translate the email into a ticket request.

Auto-Escalation

A feature within service level management is the ability to auto-escalate ticket requests. If a due-date passes with a ticket incomplete, the ticket can be automatically escalated to the nominated contact for review and further action.

Inbound/Outbound Email

Target Helpdesk will process both inbound and outbound email using either POP or IMAP or both protocols. Inbound - Simply provide your inbound email account settings and Target Helpdesk will monitor the email account. Emails directed to, for example, your support email address are used to automatically open ticket requests and respond to the requestor. The original email is stored against the ticket as an attachment for reference. When requestors send emails with ticket request numbers in the subject line, the corresponding ticket request is updated. You can even have intelligent network devices/servers send their device/job failure alerts to your support email address and have a ticket request raised immediately with its personalised service level!! Outbound - providing Target Helpdesk with an SMTP server allows it to create and send emails which can include notifications of any type.

Asset Management

Target Helpdesk lets you track your hardware and software assets. You can even build parent/child relationships between assets to make tracking even easier. Store everything from the asset tag, its original cost, the service level agreement details to actually attaching documents to an asset for easy reference. Assets can even be identified when ticket requests are raised. If a service level agreement with yourself or a third party supplier exists for the asset, the ticket request details will reflect the service level accordingly.

SLA Monitor

Simply set a n expiry date on a service level agreement and when the time gets

near, Target Help desk will issue an email notification to the service level agreement escalation contact. You can even configure when Target Helpdesk begins to send reminders and how often reminders should be sent.

TicketWatch™ Service

You can choose to proactively send email notification to helpdesk specialists, engineers, managers and clients automatically when work is carried out on a ticket request.

Canned Emails Templates

Reduce follow-up calls and effortlessly keep clients up-to-date with "Canned Email Templates". Easily send updates direct from a ticket or configure Target Helpdesk to prompt an operator based on specific criteria.

Client Web Portal

Help your clients help themselves and provide them with online access to FAQ's and their helpdesk tickets! It's an easy to use, web-based interface. You can choose what knowledgebase articles your clients see, what tickets they see, what part of a ticket they see and whether they can create or update tickets! So you stay in full control. Providing this service as an integral part of your helpdesk solution is a smart move.

Operator Web Portal

As well as helping your clients help themselves you can now provide your support staff with online access to FAQ's and helpdesk tickets!