

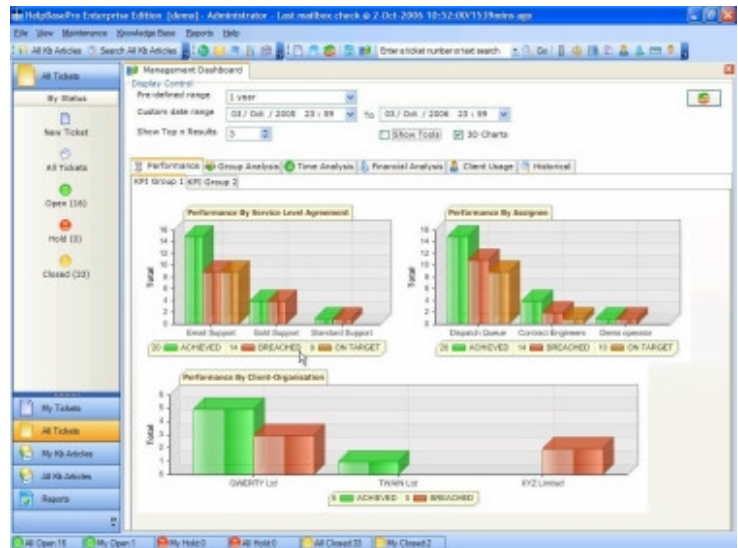
Target Helpdesk DATASHEET

Target Helpdesk Management Dashboard Datasheet



Target Helpdesk - Helpdesk & KnowledgeBase Solution for Professionals

Eliminate the need to spend unnecessary effort and resources digging out performance data. Personalized, graphical views of KPIs (key performance indicators) and other metrics mean that every business leader and manager can quickly pinpoint critical business issues and drive corrective action.



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

The Dashboard...

Keeping on top of the vast amounts of information that pour into any business daily is a daunting task. Masses of raw numbers lose their meaning and manual solutions such as spreadsheets often fail to produce intelligible representations of your data.

Target Helpdesk's Management dashboard solution makes your data interpretable at a glance. Using convenient graphic representations of data to keep you on top of your helpdesk.

Make it easy to understand and interpret all of your business information. Rather than wading through masses of numbers and spreadsheets, simple graphs, charts and maps make it easy to track progress and follow trends. Real-time reporting means that executives and managers can take action at the first sign of a problem, instead of waiting for monthly or quarterly reports.

The Target Helpdesk Management Dashboard provides a comprehensive view of the helpdesks health and the progress of the team's resolution efforts. This enables teams to set priorities based on risk, establish targets for both the teams and individual managers, measure progress, and correctly allocate resources.

Highlighted Features

Key Performance Indicators

Use a full two pages of KPIs and make sure you are on track for end of month reports.

Group Analysis

See graphs on every aspect of your tickets, from their origin to the category and even see how many you have currently open, closed or on hold!

Time Analysis

Quickly see which client is taking up the most of your time or view the organisation which is taking up the least time overall.

Financial Analysis

Now see where you are losing money, or making money...With the Financial Analysis tool you can quickly see if you are on target.

Client Usage Analysis

Analysis if a particular client or organisation is logging a significant increase in calls, or decrease.

Historical Analysis

Now look at when you are busiest, the simple graph tells you how many calls and at which point of the month helping you allocate more staff at your most demanding times.