



Helpdesk ticketing

Usage:

- The user informs himself about the status of his support query at his own PC
- Dialogue option user / technician within a ticket
- Avoiding overlaps
- Clear job allocation possible
- Automatic supply of important ticket-related information
- Rapid identification of problem areas
- Easy finding of solutions through a knowledgebase
- Control of service level agreements with an escalation overview
- Easy efficiency statement for the support team
- Facilitation of enforcement of company standards in the service area
- Facilitation of uncomplicated proof for the cost location
- General overview of different support states
- Totally integrated into the highsystem.NET product family

Results:

highsystem.NET helpdesk ticketing is an ideal solution that allows rapid identification of problem areas, easy communication with the user making the support query and location of a quick and suitable solution to the problem.

Due to the interplay of software distribution and prepared support measures, a highly professional service desk can be created.

highsystem.NET helpdesk-ticketing allows acquisition and processing of support queries, including status and progress monitoring, and accumulation of know-how in a knowledgebase for use in finding solutions.

The PC user sends his support problems directly from his own computer. Each PC user has his own ticket overview. He will be notified automatically about the progress of his support query.

The support representative, on the other side, will be informed about incoming support queries and can then categorize and prioritize them, and immediately start to find solutions.

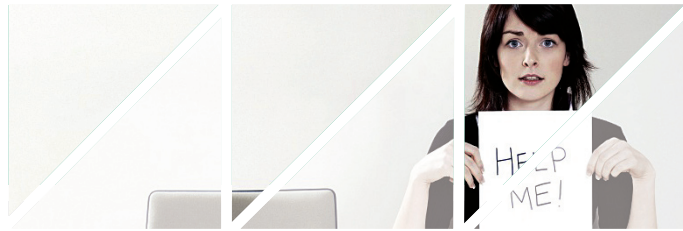
For finding solutions to a support query, automatically collected information such as PC user data, hard and software equipment of a PC and possible previous support queries and solutions are available.

Using a full-text search, the existing knowledgebase will be searched for a solution. Depending on the nature of the problem, it may be solved immediately, while the system is running, or it might be scheduled to be done overnight.

Knowledge treasure — knowledgebase

The knowledgebase stores all previous experiences. This valuable knowledge becomes available to all the other supporters, once a problem has been solved. A knowledge treasure is being created and for each supporter it is the key to finding solutions. This knowledge and new experiences are continuously sought out and used efficiently through the full-text search option.

The established knowledgebase relates to the company's IT environment and points out current problem areas in a fast and simple way.



PC user side

highsystem.NET helpdesk ticketing offers the PC user the possibility to send and manage problems using a personal ticket overview with an integrated ticket registration screen.

highsystem.NET helpdesk ticketing informs the PC user with automatic notification about the status of a support query. That is how the PC user can check the status after a meeting, for example, and obtain information on which measures are planned and what the status is, in order to solve the problem.

Helpdesk management console

The support representative has a ticket navigation feature available in the helpdesk management console for professional problem solving. Different views, sorting by states

and priorities help the support representative perform his work.

The console allows simple handling and provides a clear overview of all the tickets.

Evaluation and analysis

Where and what were our problems? How much effort was necessary to solve them? Which client was responsible? What cost location was the problem solved for? All this information is evaluated by just pressing a button. This allows you to quickly identify your problem areas. Prepared measures can be established in order to efficiently and easily control these cases in the future and even to completely avoid them.

