

Artologik® // **HelpDesk**

A powerful tool for external and internal support

HelpDesk 3.4

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**Discover the
new version
of HelpDesk!**

*More features, more control,
and still so easy to use!*

help

New version – new functions

Those who are already working with HelpDesk will discover many new features in the program! The e-mail handling system has been completely redeveloped, and several new functions have been added to make ticket handling even easier and more effective.

The plug-in modules which make HelpDesk fit better with your own organisation's ways of working have also received many new functions – in particular HD-Advanced.

In addition, we have developed an entirely new module, HD-Asset, an inventory program which provides automatic scanning of your network assets and an overview of licences and hardware with the possibility of linking assets to customer users in HelpDesk.

E-mail

E-mail signatures

Automatically add an individual e-mail signature for each support user to any message sent from within HelpDesk.

Predefined salutations for automatic e-mails

Set the beginning and ending text for each e-mail automatically sent on the opening or closing of a ticket.

List of all tickets with new e-mails

See easily when e-mails have arrived relating to existing tickets.

New e-mail handling system

E-mail function completely reworked and developed in .NET. Fresh new look to e-mail interface. Definition of multiple incoming e-mail addresses. IMAP e-mail protocol compatibility.

Also:

- Delete all incoming messages at once
- Answer an e-mail directly from the message by clicking "Reply"

Ticket handling

Object change

Change the object on an existing ticket if the wrong object has been chosen on registration or if the ticket was registered for a standard object.

New ticket status types

"Pending" status for tickets awaiting response from the customer, and "Delegated" status for tickets which have been delegated to a team member but not yet opened.

Increased alert possibilities via WebAlert

Receive alerts on alteration of the ticket description, creation of actions or on alteration of existing actions.

Also:

- Choose the team member to carry out an action. Delegate actions to a specific team member
- Close a re-opened ticket without handling it and affecting handling times, eg on receipt of a 'thank you' e-mail
- Add new customers and customer users directly from the ticket registration screen. Edit customers and customer users when handling a ticket

Ticket list

Create personalised ticket lists

Create and name ticket lists with personalised selections.

Choose the headings in ticket lists

Choose which ticket list headings should be shown, in which order.

Colour coding

Make high priority tickets more visible by setting different colours for different priorities.

Also:

- Filter ticket lists by Status, Priority, Organisation or Object.

FAQ

Connect FAQ-lists to organisations

Improve relevance of FAQ-lists by choosing which FAQ-lists should be accessible by which organisations.

Create FAQ-tickets directly

Create a FAQ-ticket directly without starting from an existing ticket.

Also:

- Group FAQ-lists in FAQ categories



Reports

- The modifiable "Ticket handling time" report shows how many tickets were dealt with in a certain time period
- Use fixed periods such as "last month", "this year" in reports
- The "Ticket volume" report can now be grouped, eg by organisation

Object administration

Default object

Simplify ticket registrations by setting default objects for organisations.

Temporary object

Indicate that an object is only temporary and must be changed before closure of the ticket, eg when customers or support staff have difficulty selecting an object on ticket registration.

Connect object and user

Add objects for which the user can receive support in addition to those supported by default via their organisation.

Object-specific priorities

Set a default priority for each object.

Administration – miscellaneous

Menu links

Create external links and add them to the menu. Choose whether links are visible to customers or just support staff.

Customer rights regarding priority

Customer rights can vary from requiring the customer to set priority on a ticket to concealing the priority from the customer.

Also:

- Allow customers to see which ticket operator is handling their ticket

Plug-ins

Don't forget the complementary plug-in modules which add advanced functionality to HelpDesk, helping your program fit better with your ways of working! There are now five plug-in modules, including a completely new module: HD-Asset. HD-Asset is an inventory program designed to give an overview of your organisation's resources.

HD-Advanced

HD-Advanced provides advanced ticket handling features, such as delegation of tickets on several levels, creation of standard tickets, SLA handling and many additional functions which increase service levels and reduce the load on the support organisation. HD-Advanced 3.4 has been redeveloped considerably and contains many new features.

Service Level Agreement (SLA) function

Possibility to create SLA agreements and connect these to an object, object group, organisation or organisation group. SLA-deadlines visible on the ticket. Sort ticket lists by SLA-deadlines to see in which order tickets should be handled. Set e-mail reminders based on SLA-deadlines. Reports of SLA compliance can be made visible to customers.

Ticket classification

Tickets can be classified, and the classification can be used as the basis of reports and search criteria.

Connect tickets

Connect related tickets so that on closing the mother ticket all sub-tickets are also closed. Possibility to e-mail all concerned customers at once.

Choose first support group

Choose which support group a ticket should first be handled by, depending to which object or organisation the ticket relates.

Connect support group to object group

Connect a whole support group with all its users to a group of objects.

Create standard questions for object groups

Create standard questions for object groups, avoiding the need to select questions for each object.

Create actions for standard tickets

On creation of a standard ticket, standard actions can be created which will be added automatically to the ticket.

Final customers

Define an organisation as a final customer.

Organisation group colours

Organisation group colours can be used in the ticket list, improving visibility.

Also:

- Allow an object to belong to more than one object group, and choose which object group should be used when creating the ticket
- Filter ticket lists by Support group, Organisation group or Object group
- Send e-mails to all members of a support group when a ticket is delegated

HD-Track

HD-Track allows the tracking of articles and products belonging to each separate customer. An article can be any item on which support is given, eg services, activities, persons, places, information, ideas. An article register can be imported into HelpDesk in XML format.

New in version 3.4 is the possibility to give ticket operators the right to administrate articles.

HD-LDAP

The connection with LDAP permits the creation of a user environment with a "single sign-on". Double administration is avoided when user information changes in the Active Directory.

New in version 3.4 is the ability to choose on which field you would like to search the LDAP catalogue eg name, address, e-mail address.

HD-TIME

HD-TIME permits the registration of time through HelpDesk, giving the possibility of timing ticket handling and invoicing customers to the minute.

New in version 3.4:

- Register time directly in the ticket form or on an action
- Choose whether in TIME a project should be created per object or per customer in HelpDesk

HD-Asset

HD-Asset is an entirely new module which can be used both as a plug-in to HelpDesk and as a standalone program. Asset gives a convenient overview of computers, licences etc in an organisation.

You can also link assets to HelpDesk customer users, giving support staff the possibility to see changes which may be the cause of problems.

As with all other Artologik products, the program is web-based which means that it can be accessed from any computer with an internet connection.

- Display information on a computer's components and installed programs
- See history of changes to both hard- and software
- Control licences and where they are installed
- Automate network scanning
- Produce various reports

Printers, routers and firewalls etc can also be scanned. It is also possible to manually add to the inventory items which cannot be scanned through the network so that the company's entire inventory can be handled by the same program.

Education

To help you get the best out of your HelpDesk installation, we offer various training options, including telephone training.

- Half-day or whole day courses are useful when the program is first installed and you need to get everyone up to speed at once
- Alternatively, personalised training is tailored to your needs as an organisation; for example, training on administrative features or ticket handling when you recruit or promote new staff



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