

## PRODUCT SHEET

# HelpDesk

## HD-SR – Survey Function

HD-SR is a new plug-in that connects Artologik HelpDesk with Artologik Survey&Report. With this plug-in you can send surveys to your support customers. You can, for instance, ask your customers about the customer service they have received and get fast feedback.

There is no charge for the plug-in. However, both Artologik HelpDesk and Artologik Survey&Report licenses are required for the plug-in to work.

### How it works

You start by creating your survey in Survey&Report, with the design you prefer and mailings that will be sent to respondents. The mailings contain the link to be used for answering the survey.

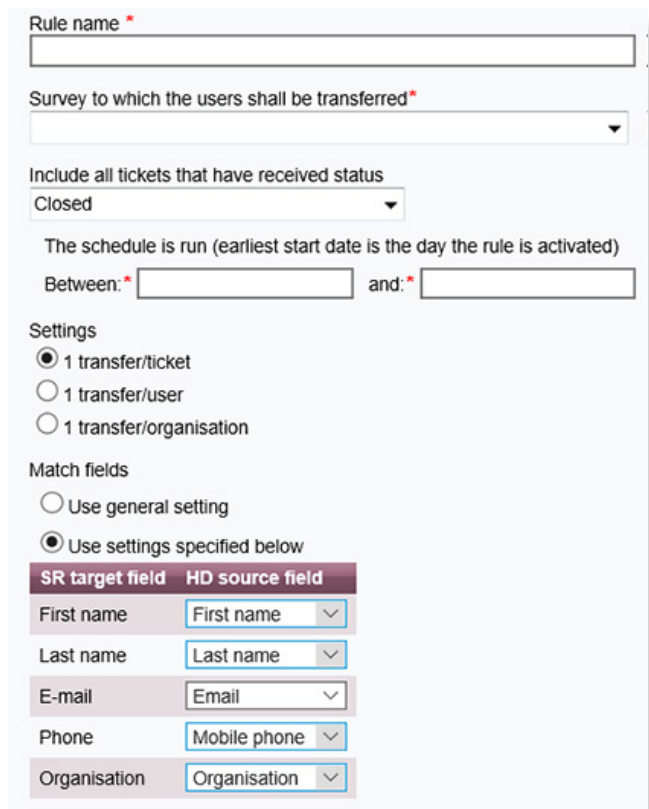
In HelpDesk you create rules to define which users to invite to answer surveys, and when. Criteria used to filter out the users could be: time frame, support theme, organisation, etc. The transfer can be done once or on a recurrent basis according to your planning.

When the survey is finished, you use Survey&Report to process, compare and present your data.

### More benefits with HD-SR

Artologik Survey&Report is a powerful survey program with a variety of functions. Customize your reports and publish them on your website or export them as PDF, Word or PowerPoint.

*Please contact us to know more about how your organisation can benefit from using HD-SR, or see our webpage [www.artologik.com](http://www.artologik.com) for more information.*



SR target field	HD source field
First name	First name
Last name	Last name
E-mail	Email
Phone	Mobile phone
Organisation	Organisation

*In HelpDesk you define which rules to apply to each survey. The transfer of the users can be done once or on a recurrent basis.*

### Simple is smart

Administrative software in your web browser



Try our software free of charge on [www.artologik.com](http://www.artologik.com)

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SOFTWARE FOR THE WEB

Artisan Global Media, Videum Science Park, S-351 96 Växjö, Sweden  
Tel: +46 470 53 85 50  
Web site: [www.artologik.com](http://www.artologik.com)  
Email: [info@artologik.com](mailto:info@artologik.com)

### Sales contact:

France Tel: +33 183 79 00 08, Germany Tel: +49 69 12 00 67 30  
UK Tel +44 20 34 55 03 89, Spain Tel: +34 911 86 88 29