

PRODUCT SHEET

HelpDesk

HD-Advanced – Advanced ticket handling

HD-Advanced is a plug-in ideal for complex support organisations which need to rationalise their support lines. HD-Advanced includes features such as: the possibility to delegate tickets on several levels, SLA handling, ticket classification, standard ticket creation and the possibility to link tickets resulting from the same cause. HD-Advanced helps you make better use of your resources and simplifies ticket handling for both customers and support staff.

Support and Organisation Groups

HD-Advanced lets you replicate the structure of your support organisation in HelpDesk, giving you exact control over the ticket path. You can divide your support personnel into support groups and then choose which group should handle a given ticket based on the object or organisation of that ticket. HelpDesk becomes more structured, your service level improves, and your workload is reduced.

You can link one or several e-mail accounts to a support group to ensure that tickets are sent to the most relevant support staff. You can also set up delegations between support groups to enable tickets to be efficiently funnelled towards the personnel with the required competences. This means that complicated tickets can be resolved more quickly.

You can also use support groups or organisation groups to divide your HelpDesk along competence or geographical lines.

Organisation group colours

You can associate a colour with a particular organisation group's tickets to make them easier to see in the ticket list.

Object groups

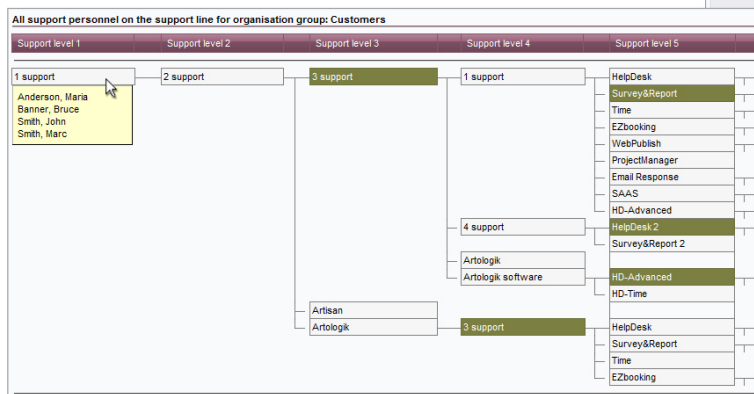
To simplify administration, you can collect objects into object groups. An object can belong to more than one object group, if necessary. You have the possibility to connect individual users or support groups to object groups. You can then create questions and link them to the object group, rather than to each individual object.

Follow-up

HD-Advanced offer the following reports: number of tickets per client, final client or organisation group; number of tickets handled per support group; SLAs; ticket list. Most of the reports can be further grouped by support group, organisation group or object group.

SLA

HD-Advanced makes SLA (Service Level Agreement) administration easy. You can set reminders based on agreed handling times, and sort your ticket list by SLA to see which tickets must be dealt with first. You can connect SLAs to objects, object groups, organisations or organisation groups. You can also create SLA compliance reports.



20120202:003 2012-02-02 13:20

Ticket title: Can't create new user account
Object groups: Default group
Object: Software
Priority: Medium
Status: Opened
Registered by: Smith, John
Final customer: The Company AB
Organisation: Gate_Bruce
Registered for: Andersson, Maria
Handled by: Andersson, Maria
Support: 1 support
English
Start date: 2012-02-02 at 13:20
Expected end date:

Questions

- 006 How do you create a new user account? (Opened)
- 202:002 Having trouble with creating a new user account (New)
- 20120202:003 Can't create new user account (Opened)

SLA	SLA deadline	Ticket date
Rel	2012-02-02 17:50	2012-02-02 17:50
SLA	2012-02-13 08:20	2012-02-13 08:20

HD-Advanced lets you set SLA connections and create support groups, amongst other.

Reminders

You can set up two different types of reminders: e-mail messages and shown as an icon in the ticket list. For both types, you have to select at which percent of the SLA it will be activated.

For e-mail messages:

1. Create the message: click the 'Message' button at the bottom right of the page. Create. Save.
2. On the 'Reminders' page, in the part 'New reminder' select your newly created message.
3. Select: the percent of the SLA the message is to be sent, how many times, and to whom.

Message	Percent	Count
30% of SLA-time has elapsed	30%	1
50% of SLA-time has elapsed	50%	0
60% of SLA-time has elapsed	60%	1
80% of SLA-time has elapsed	80%	1

Icon	Description	Percent
	30% of SLA-time has elapsed	30%
	50% of SLA-time has elapsed	50%
	75% of SLA-time has elapsed	75%
	90% of SLA-time has elapsed	90%

New reminder

New reminder

Type of reminder: Message Icon in the ticket list

Settings

Message

90% of SLA-time has elapsed

Send a reminder every 90 %

Reminder count 1

Service levels

Ticket opening

First answer to ticket

Ticket closing

Use the ticket's expected end date instead of the SLA date

Users

HelpDesk users

Name	E-Mail
Maria Anderson	maria.anderson@thecompany.com
John Smith	john.smith@thecompany.com

Other users

Name	E-Mail
Special users	
<input checked="" type="checkbox"/> Ticket owner	
<input type="checkbox"/> Object manager	
<input checked="" type="checkbox"/> Support group	

Messages Save

The administrator decides when SLA reminders should be sent, as well as which icons should be used to indicate how much of the SLA remains.

Classification

It is possible to create classifications for tickets in HD-Advanced. You create a number of classification questions which are then answered for all tickets and which can be used as the basis of reports and searches. The answers to these questions can also be used as selection criteria in reports.

Standard tickets

You can simplify the ticket registration and handling process for both customers and support staff by creating standard tickets consisting of ticket descriptions, actions and solutions.

Linked tickets

You can link tickets with the same cause together, so that when the mother ticket is resolved and closed, all customers who have registered tickets linked to it are notified at the same time.

Final customers

HD-Advanced allows you to keep track of your final customers so that tickets can be registered by resellers for their customers.

Contact us to hear what your organisation have to gain by using HD-Advanced. Further information can also be found on our web site www.artologik.com

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