HelpDesk
HD-Map – Map function

WIth the plug-in HD-Map you can complement your support tool with a map function in order to simplify place specifications for different kinds of ticket registrations – as for example permissions of various kinds.

HD-Map makes it possible to specify a distance or area which the ticket in question concerns on a map (Google maps). The user simply marks the area which he or she wishes to discuss and the map is then available within the ticket.
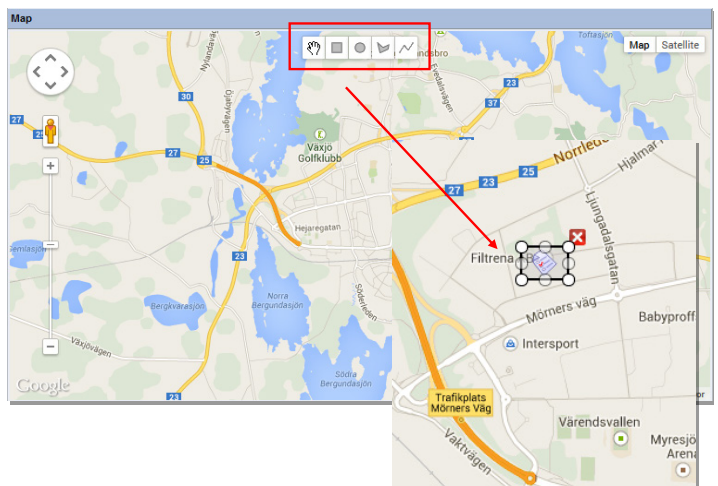
Overview for a better ticket handling

By map specification the support staff is given a better overview, which in turn smiplifies the support work. There are different mark tools for defining a map area: draw a rectangle, draw a circle, draw a shape and draw a line. Apart from seeing the marked area for the specific ticket, the ticket operator can choose to show other tickets in the nearby area for a selected time period. Marked areas are highlighted with different colours: green for ongoing, red for finished and blue indicating that the work has not yet been started. These are activated per object. You can also choose to have different icons for the objects and by clicking the icons for each marked area the ticket operator can see information about the tickets in a pop-up window.

If you choose to connect questions to the objects, as for example date: "When will your project start/finish?" you can use the answers as a selection criteria. If no questions of this kind is being used, expected start and end date, or the ticket registration date, can be used instead.

Map report

With the Map report you can make selections and show tickets on the map, as for example tickets registered on a specific date or during a certain time period.

Contact us in order to learn what your organisation could benefit from using HD-Map. Further information can also be found on our web site www.artologik.com

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