



# HelpDesk



Product sheet



**sbcert**  
SCANDINAVIAN BUSINESS CERTIFICATION  
**ISO 27001**



*Our company and our data centre are ISO 27001 certified and located in Sweden.*

**Artologik®**  
SOFTWARE FOR THE WEB



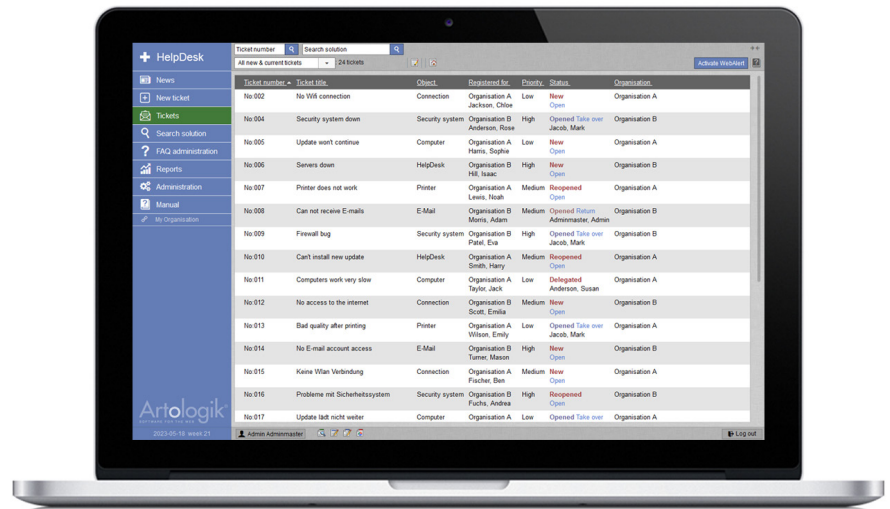
# Artologik HelpDesk

*Easily manage your support, customer service or complaints with Artologik HelpDesk. All communication, all answers, comments and questions are saved on each ticket. The program makes knowledge and experience available in your organisation.*

Artologik HelpDesk is an intuitive and powerful online tool for ticket handling. All information, such as e-mail correspondence, actions, and answers to questions, are saved in one place and is thus accessible by the users wherever their physical location is.

HelpDesk can be adapted to the organisation's specific ticket management needs using customised ticket forms, question banks and standard answers. All previously handled tickets are stored in a searchable database, making the system smarter as time goes by. When a solution is saved in the FAQ and published, anyone can answer the question, not just the experts.

The programme also includes a FAQ (Frequently Asked Questions) where you can choose which questions and answers to present. Customers can use the FAQ to find answers before registering a support ticket, which means that customers can get answers to their questions more quickly, reducing the support organisation's workload.



## HelpDesk advantages

- The user-friendly web-based program enables easy access for all users, regardless of their location in the world.
- HelpDesk can be adapted to any organization with customizable ticket forms, ticket types, user roles and escalation chains, etc., all configured in the administration.
- All tickets and all customer communication (e-mail, notes etc.) are saved. It is easy to review handling and solutions for previous tickets.
- An adaptable reminder system minimizes the risk of unhandled tickets.
- With My Pages, customers can view and register new tickets via web forms that you can build yourself inside your customer portal.
- Numerous report possibilities provide valuable insights on, e.g. problem areas and support productivity, and thus help you identify bottlenecks, need for training and more.
- Use our comprehensive API to integrate HelpDesk with other systems.

## Working in the program

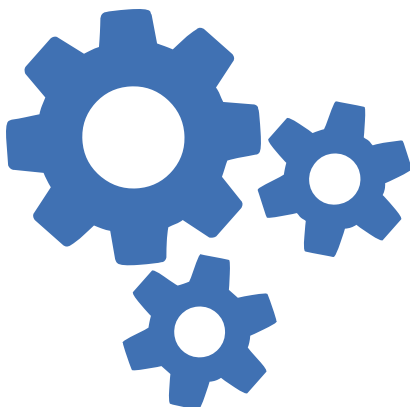
*It is easy to administrate who has access to HelpDesk with different roles. The application can be integrated with your intranet and even linked from an external website so customers and staff can easily find it.*

All users log in, generally with a unique username, which allows the user to follow their cases. If you have a public HelpDesk where anyone can search for answers and ask questions, you can also create tickets where

customers can add the information needed for further handling.

### Register a ticket

A ticket can be registered using one of several methods. The easiest way is for the customer to log in to HelpDesk and use that ticket form. It is also possible to create your ticket forms and publish them, for example, on your website. The forms can be built with or without login and simplify the registration of tickets.



<b>No:008</b>		<b>Adam Morris, Organisation B</b>		<b>2023-05-13 08:35</b>												
Ticket title: <input type="text" value="Cannot receive E-mails"/>																
Object: <input type="text" value="E-Mail"/>																
<table border="1"> <tr> <td>Status</td> <td>Other contact persons</td> <td>Ticket description</td> <td>Questions which have been answered</td> <td>E-mails and messages</td> </tr> <tr> <td>Actions</td> <td>Solution</td> <td>Attached files</td> <td colspan="3"></td> </tr> </table>						Status	Other contact persons	Ticket description	Questions which have been answered	E-mails and messages	Actions	Solution	Attached files			
Status	Other contact persons	Ticket description	Questions which have been answered	E-mails and messages												
Actions	Solution	Attached files														
<b>Status</b> <span style="float: right;"><b>Registered for</b></span>																
Status: <input type="text" value="Opened"/>		Organisation: <b>Organisation B</b>														
Priority: <input type="text" value="Medium"/>		Registered for: <b>Adam Morris</b>														
Registered by: <b>Isaac Hill</b>																
Last edited: 2023-05-14 10:28 by Isaac Hill																

Another option is to enable the automatic generation of tickets based on incoming e-mails, according to the given rules. In addition, support members can register tickets they receive via phone, e-mail etc., on behalf of the customers.

The ticket form is adapted to each support type (object), which helps you collect all information your support team needs to solve the ticket during ticket registration. Each ticket receives a number, which the customer and support staff can use to trace the ticket.

Tickets that support members solve directly, without needing further action, can be closed immediately upon registration. This way, unnecessary work can be avoided, at the same time as small matters do not risk getting lost in the ticket-handling process.

### Handle and delegate a ticket

When a ticket is registered, it is visible in the ticket list. Your administrator defines if support members who are ticket operators qualified to handle the ticket shall be notified by e-mail. Ticket operators can open a ticket to handle it or delegate it to another support member. It is also possible to take over a ticket from another operator, for example, when a team member is absent.

The ticket list can be personalized; each operator can configure it according to their wishes.

Once ticket operators have opened a ticket, they can start handling it. Activities taken and planned can be registered as actions. The actions to be performed create a to-do list with due dates. All created actions, all communication between the operator and customer, and all other information concerning the ticket are saved in the ticket form and are easily

accessible. The operator decides to what extent the customer should be able to follow the ticket: which e-mails and actions are visible, is the customer allowed to see status etc. During ticket handling, the operator can use sub-statuses to show the customer the ticket's progress.

### Close a ticket

When a case is resolved, it is time to enter a solution. If the answer to the question is already saved as a standard answer, the answer can be inserted directly into the ticket form. The administrator creates standard answers to frequently recurring questions, which facilitates ticket management and leads to shorter processing times.

The solution is documented and stored on the ticket in the system's knowledge database. The case is closed, and the customer receives a message about this. The message can include attachments of the case description, actions and resolution.

The ticket process ends with the operator choosing to add the ticket to the FAQ or not. The operator can edit the content before saving and publishing. Customers can search for answers in the FAQ before registering a support ticket.


### Follow-up

HelpDesk includes a range of reporting options and ticket statistics. You can use the reports and statistics to prevent support, improve procedures and take the necessary information or training measures.

## Dashboard and news feature

*If you activate the news function, you can inform users about malfunctions and other important issues on the home page.*

When you log in to the system, you will land on the home page, a dashboard where you or the administrator decide the content. Configuring the Dashboard to display both ticket lists and reports is possible.

Edit dashboard ?	
<div>  <div> <b>BusinessName</b>              company slogan/logo here           </div> </div> <p>Phone number Sales: 0xxx-123456          Phone number Support: 0xxx-654321          Opening hours: 08.00-17.00</p>	
<div> <div>A new version is available 2023-05-14 09:15</div> <div>             A new version of this program is now available to all users with an on-premise license. 2023-05-14 09:15           </div> </div> <div> <b>Comments</b>              Add comment  <input type="text"/>  <input type="button" value="Submit"/> </div>	

## User roles

Everyone entering HelpDesk to search for solutions, create tickets, or work with tickets must log in to the system. Each user logs in as one of six user roles available in HelpDesk. Settings made by your administrator decide the access rights for each role.

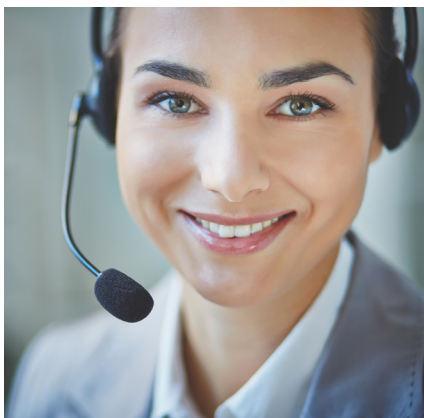
Three user roles are external for customers receiving support, and the other three are internal roles for support staff handling tickets and administrating the system.

### External roles - receive support

**Anonymous user:** This user has access to the FAQ and can register new tickets anonymously. Contact information must be entered upon ticket registration to enable support staff to reply.

**Organisation User:** This is a known user, a customer or someone else needing to register tickets in HelpDesk. The organisation user can search for answers in the FAQ.

**Organisation Administrator:** In addition to



registering their own tickets, the organisation administrator can view all tickets belonging to the organisation and administer the organisation's and its users' information.

### Internal roles – provide support

**Telephone Operator:** A user within the support organisation who receives tickets via, i.e. phone and e-mail and then registers them in

HelpDesk. Through the right to view all tickets and the FAQ, the telephone operator can inform customers about ticket status and help them search for a solution.

**Ticket Operator:** A user within the support organisation who receives, handles, delegates and solves incoming tickets in HelpDesk. Ticket operators have access to all information for tickets they are allowed to see.

**Administrator:** A user who configures the system, administers all settings and activates functionality. Users with this role create objects, add and remove questions and standard responses in ticket forms, create priorities and configure e-mail settings. The administrator defines access and user rights and adds and administers all users.

With our plug-in HD-Advanced, you also receive access to a 4:th support role; *External ticket operator* - a ticket operator, but with limited rights. The role is suitable for, i.e. external contractors or partners that help you provide support for your customers.

## Adapt to fit your needs

Your administrator configures HelpDesk according to your organisation's requirements and processes. The program can be adapted to many different types of businesses.

HelpDesk suits everything from small organisations with few tickets and supports members to large complex structures with ticket handling in several support lines. Since HelpDesk is multilingual, it is also suitable for multinational organisations.

HelpDesk has many features that you can activate via the administration tool. You can adapt the system according to your needs by defining visible functionality. The software can thus be tailor-made for the separate organisation.

### Suits different types of ticket handling

HelpDesk is a versatile program that you can use for different types of support and ticket

management. The program is used in various ways for everything from IT tickets via Product support to Handling HR matters.

Your administrator structures the program according to your type of support by, i.e. adding support objects, configuring ticket forms and support structure. HelpDesk is as adaptable and flexible as a tailor-made solution.



Product support



Customer support



IT support



HR support



Municipality  
contact center



Permit examination

## Knowledge database and FAQ

*HelpDesk contains a knowledge database and FAQ (Frequently Asked Questions) functionality, allowing you to store all knowledge easily accessible in the tool.*

The knowledge database and the FAQ let support members and customers benefit from previous solutions.

### Knowledge Database

All tickets are saved in the knowledge database, which is searchable by support users, i.e.

while registering a new ticket or working with a ticket. A solution already documented for a similar ticket can easily be reused and inserted into new tickets and e-mails. Quick-search features help your users quickly find relevant information.

### FAQ

With the HelpDesk FAQ search forms and Lists, users easily find their answers before registering their tickets. This way, they quickly

receive a solution, and the workload on the support team is reduced.

FAQ can be created manually or generated by ticket operators upon ticket closure. You can let administrators review the information before it is published. FAQ search forms and lists can be published both within the system and externally, i.e. on your website. They can be filtered by customer organisation to make the FAQ both more relevant and more secure for customers.

## Reports for follow-up and evaluation

*Artologik HelpDesk contains several built-in report generators, making extracting statistics for follow-up and evaluation easy. By analysing report content, you can prevent recurring support issues, identify the need for training and optimise staffing.*

The reports generate statistics relating to both tickets and ticket handling. When editing a report, you can define filters, date range, whether or not to group the report and who shall have viewing rights. Your reports are always up-to-date, refreshed every time you open them, and you can export most of them to Excel.

### Handling time

This report is used to compile data on the ticket handling time based on different criteria, such as the total time for solving tickets and the number of tickets that were solved during a given date range. The time can be calculated from the registration time to the ticket closure, from registration until it is handled by support staff, or from handling to closure. You can generate the handling time report with or without consideration for support opening hours.

### Volume report

The Ticket volume report generates statistics that display when the workload peaks for your

support organisation. Information on when most tickets are registered can be presented by object and per, for instance, day, week or month. The report helps you schedule the work for your support team.

### Ticket list

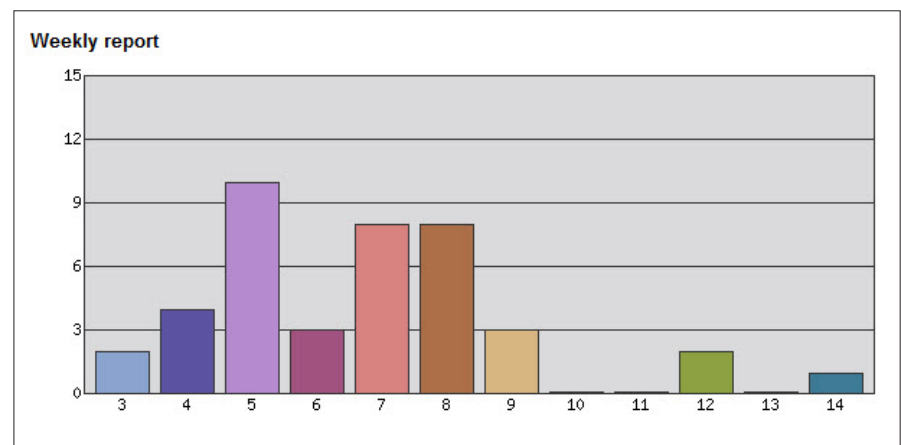
This report permits the printing or exportation of selected information from the ticket list; for example, tickets that a specific ticket operator handled and closed the previous month or all tickets registered for a particular object. This report is an invaluable help for improving routines and preventing support.

### Ticket volume

The Ticket volume report generates statistics that display when the workload peaks for your support organisation. Information on when most tickets are registered can be presented by object and per, for instance, day, week or month. The report helps you schedule the work for your support team.

### Ticket history

The Ticket history report allows you to present information on all actions taken for selected tickets.





## GDPR

*The EU General Data Protection Regulation (GDPR) regulates the handling of personal data. Through GDPR compliance, we guarantee the protection of personal data and the prevention of unauthorised or unlawful processing. For cloud customers, a data processing agreement is concluded to ensure the secure handling of their data in accordance with the agreement.*

Your administrator can make settings for how long case information is stored. If a person requests a printout of all personal information, there are functions to create a file with this information.

There is a consent function that you can activate. A consent message is displayed on the user's first login, which the user must accept

to enter the system. The system stores the consent. There are also functions to clear up and delete users. A user can also be completely anonymised if you want to keep, e.g. solutions from tickets. You can set the deletion function to be automatic so that all tickets that meet specified deletion conditions are deleted after a certain time.

## What our customers say about HelpDesk

### Scania Industrial Maintenance AB

*"At Scania, we have a wide area of use for Artologik HelpDesk. We have over 10 000 users of HelpDesk within the Scania Group with very high standards regarding function and performance.*

*We use HelpDesk for our daily ticketing management, for example, IT requests, access requests to enter a certain building, ordering prototypes from our mechanical shop, measuring tasks and internal orders for work wear.*

*We used to have lots of paperwork before, especially for the measuring tasks. Now that everything is online, we have an immediate overview of when incoming tickets are received and completed.*

*We are very happy with the support team at Artisan! We can really recommend HelpDesk to others!"*

Ulf Olsson - IS/IT Coordinator  
Scania Industrial Maintenance AB  
[www.scania.se](http://www.scania.se)



### Charles Ischi AG

*"We are an internationally operating company and are using HelpDesk for customer support requests. HelpDesk's biggest strength is clearly its flexibility, which helps us customize the program according to our needs in an optimal way. Thanks to the connection with Artologik TIME, we can also register the time spent on solving each ticket. This helps us to keep track of all activities.*

*We would also like to point out the competent customer service at Artisan, a company that takes customers seriously."*

Christian Bur, Service Manager  
[www.ischi.ch](http://www.ischi.ch)

## Plugins with additional functionality

Another way to adapt the program to an organization's needs is to customize HelpDesk with add-on functions. These functions come as plugins, which makes them fast and easy to integrate with the main software. Add additional features that will make your ticket handling even more efficient.



### HD-Advanced: Advanced ticket handling

With HD-Advanced, you can structure your support organization at different levels, creating a delegation chain. The plugin also lets you administer SLAs (Service Level Agreements) with reports showing how you fulfil your commitment and define e-mail and ticket list reminders based on the SLA times. In addition, the plugin offers features such as hierarchic object structure, classification, standard tickets, quick case tickets, child tickets, ticket connections and end customers.



### HD-LDAP: Directory service, SAML2

By connecting HelpDesk to your directory service, you can eliminate double administration. User information is automatically imported and updated, which saves time as the administrator only has to update user information in one place. This information updates every time the user logs in to the software, when the administrator chooses to import user information or automatically, for example, each night. Authentication can be made via Windows-, LDAP- or SAML authentication. HelpDesk has support for SSO (Single-Sign-On), meaning that users only have to log in to the network to access the support tool.



### HD-SR: Customer feedback

HD-SR lets you automatically send surveys to your support customers after ticket closure. You can, for instance, ask your customers about their opinion of your service and receive fast feedback. In addition to Artologik HelpDesk and HD-SR, you will also need our survey software Artologik Survey&Report, which is a powerful survey tool with a wide variety of functions. Customize and publish your reports online or export them as PDF, Word, Powerpoint or Excel. The Artologik Survey&Report price list provides information to help you determine the size of the survey tool you need.



### HD-Forms: My pages and Web forms

Create and design easy-to-use web forms and publish them where your employees, customers or citizens are. Accessible web forms, with or without login, add a user-friendly element to your support solution since it makes registering tickets much easier. Why? Because when you fill in the web form, the system automatically creates a ticket in HelpDesk. The web form builder is the perfect tool for creating e-service, intranet and customer portal web forms.



### HD-Map: Map function

With HD-Map, you can mark a distance or an area on a map (Google Maps). Upon registration, the customer marks the area the ticket concerns and the ticket operator gets a quick and good overview of what the ticket is about. If the ticket operator needs information about other tickets for the same area, it is possible to display all tickets concerning the same area and time frame.



### HD-TIME: Log support time

With HD-TIME, you can register the actual time spent working on tickets and invoice customers down to the minute. The block hour function lets you keep track of any pre-paid customer support hours. With this plugin, you can easily analyze the time spent and, if you wish, extract invoice details and invoices. In addition to HelpDesk and HD-TIME, you will need our time management software, TIME. The Artologik TIME price list provides information to help you determine the size of the time registration software you need.



### HD-Track: Article directory

Complement your HelpDesk solution with an article register to get an overview of each support customer's articles and products and simultaneously increase the level of service. The article register easily links articles to customers, giving you access to a support history to help you in your work. You can also see the cause of questions and problems that your support handles.

# Checklist for program features

General	HelpDesk	Advanced	SR	LDAP	Time	Track	Map	Forms
Web based	✓	✓	✓	✓	✓	✓	✓	✓
Multilingual	✓	✓	✓	✓	✓	✓	✓	✓
You are your own administrator	✓	✓	✓	✓	✓	✓	✓	✓
Omnichannel ticket registration	✓	✓	✓	✓	✓	✓	✓	✓
Dashboard	✓	✓	✓	✓	✓	✓	✓	✓
Delegation of tickets	✓	✓	✓	✓	✓	✓	✓	✓
SLA, escalations; standard tickets, child tickets...		✓						
Manual time registration					✓			
Automatic time registration					✓			
Windows-, SAML-, LDAP-authentication, Single-Sign-On				✓				
Products and serial numbers						✓		
Satisfaction surveys			✓					
Geographic tracking of tickets							✓	
Image archive - e.g. for logos, icons...	✓	✓	✓	✓	✓	✓	✓	✓
Online help and manuals	✓	✓	✓	✓	✓	✓	✓	✓
Forum-/news-functionality	✓	✓	✓	✓	✓	✓	✓	✓
Mobile interface	✓	✓	✓	✓	✓	✓	✓	✓

User Management	HelpDesk	Advanced	SR	LDAP	Time	Track	Map	Forms
Organisations	✓	✓	✓	✓	✓	✓	✓	✓
Organisation groups	✓	✓	✓	✓	✓	✓	✓	✓
Support groups		✓						
Support members	✓	✓	✓	✓	✓	✓	✓	✓
Customers	✓	✓	✓	✓	✓	✓	✓	✓
Manual registration of customers and support members	✓	✓	✓	✓	✓	✓	✓	✓
Creation of new users at ticket registration	✓	✓	✓	✓	✓	✓	✓	✓
Import users from file	✓	✓	✓	✓	✓	✓	✓	✓
Import users from directory service (LDAP)				✓				



## Checklist for program features

Ticket registration	HelpDesk	Advanced	SR	LDAP	Time	Track	Map	Forms
Customers log in and register their own tickets	✓	✓	✓	✓	✓	✓	✓	✓
Support registers tickets for the customer	✓	✓	✓	✓	✓	✓	✓	✓
Support transforms an incoming e-mail into a ticket	✓	✓	✓	✓	✓	✓	✓	✓
Automatic transformation of incoming e-mail into tickets	✓	✓	✓	✓	✓	✓	✓	✓
Webforms								✓
Customer fills in an external webform								✓
Questions in ticket forms	✓	✓	✓	✓	✓	✓	✓	✓
Attach files to tickets	✓	✓	✓	✓	✓	✓	✓	✓
Support can create a new customer at registration	✓	✓	✓	✓	✓	✓	✓	✓
Support can close tickets directly at registration	✓	✓	✓	✓	✓	✓	✓	✓
Standard tickets		✓						
Quick-case tickets		✓						
Connected tickets		✓						
Child tickets		✓						
Locate and search tickets on a map							✓	

Alerts / Reminders	HelpDesk	Advanced	SR	LDAP	Time	Track	Map	Forms
E-mail reminders for incoming tickets	✓	✓	✓	✓	✓	✓	✓	✓
Personalised ticket lists	✓	✓	✓	✓	✓	✓	✓	✓
Personalized ticket list content	✓	✓	✓	✓	✓	✓	✓	✓
SLA alerts by e-mail and icons		✓						
E-mail alerts to support members	✓	✓	✓	✓	✓	✓	✓	✓

Ticket Management	HelpDesk	Advanced	SR	LDAP	Time	Track	Map	Forms
Additional contact persons for the ticket	✓	✓	✓	✓	✓	✓	✓	✓
Standard replies specific to each object	✓	✓	✓	✓	✓	✓	✓	✓
Document activities	✓	✓	✓	✓	✓	✓	✓	✓
To-do list	✓	✓	✓	✓	✓	✓	✓	✓
Solution	✓	✓	✓	✓	✓	✓	✓	✓
E-mail conversation inside each ticket	✓	✓	✓	✓	✓	✓	✓	✓

# Checklist for program features

Ticket Management	HelpDesk	Advanced	SR	LDAP	Time	Track	Map	Forms
Send/receive e-mails from/to each unique ticket	✓	✓	✓	✓	✓	✓	✓	✓
Send/receive e-mails between tickets	✓	✓	✓	✓	✓	✓	✓	✓
Ticket status	✓	✓	✓	✓	✓	✓	✓	✓
Automatic ticket status change	✓	✓	✓	✓	✓	✓	✓	✓
Manual ticket status change	✓	✓	✓	✓	✓	✓	✓	✓
Secondary status on tickets	✓	✓	✓	✓	✓	✓	✓	✓
Set priority	✓	✓	✓	✓	✓	✓	✓	✓
SLA (and priorities)		✓						
Expected start date	✓	✓	✓	✓	✓	✓	✓	✓
Expected end date	✓	✓	✓	✓	✓	✓	✓	✓
Final customer		✓						
Ticket history	✓	✓	✓	✓	✓	✓	✓	✓
Delegate tickets to other support members	✓	✓	✓	✓	✓	✓	✓	✓
Escalate the ticket to other support groups		✓						
Delegate parts of a ticket to other support members		✓						
External Ticket operator with limited rights		✓						
SLA deadlines on tickets		✓						
Connect tickets together		✓						
Classify tickets		✓						
Register your time					✓			
Invoice your time					✓			
Connect articles to tickets						✓		

E-Mails and Messages	HelpDesk	Advanced	SR	LDAP	Time	Track	Map	Forms
E-mail service inside HelpDesk	✓	✓	✓	✓	✓	✓	✓	✓
Multiple e-mail addresses	✓	✓	✓	✓	✓	✓	✓	✓
E-mail address for each user	✓	✓	✓	✓	✓	✓	✓	✓
E-mail address for support groups		✓						
E-mail signature for each support member	✓	✓	✓	✓	✓	✓	✓	✓

# Checklist for program features

E-Mails and Messages	HelpDesk	Advanced	SR	LDAP	Time	Track	Map	Forms
E-mail templates by object	✓	✓	✓	✓	✓	✓	✓	✓
E-mail confirmation to customer at registration	✓	✓	✓	✓	✓	✓	✓	✓
E-mail confirmation to customer at closing	✓	✓	✓	✓	✓	✓	✓	✓
E-mail to a closed ticket reopens the ticket	✓	✓	✓	✓	✓	✓	✓	✓

Knowledge Base and FAQ	HelpDesk	Advanced	SR	LDAP	Time	Track	Map	Forms
Support can search among all tickets	✓	✓	✓	✓	✓	✓	✓	✓
Customers can search the FAQ	✓	✓	✓	✓	✓	✓	✓	✓
FAQ categories and lists	✓	✓	✓	✓	✓	✓	✓	✓
Create tickets for the FAQ	✓	✓	✓	✓	✓	✓	✓	✓
Automatically add a ticket to the FAQ at closing	✓	✓	✓	✓	✓	✓	✓	✓
Translate FAQ tickets	✓	✓	✓	✓	✓	✓	✓	✓
Publish FAQ lists for all users	✓	✓	✓	✓	✓	✓	✓	✓
Publish FAQ lists for certain organisations	✓	✓	✓	✓	✓	✓	✓	✓
Publish FAQ lists outside of HelpDesk	✓	✓	✓	✓	✓	✓	✓	✓

Reports	HelpDesk	Advanced	SR	LDAP	Time	Track	Map	Forms
Multiple report engines	✓	✓	✓	✓	✓	✓	✓	✓
The more plug ins, the more filters		✓	✓	✓	✓	✓	✓	
Access management	✓	✓	✓	✓	✓	✓	✓	✓
Export your results to Excel	✓	✓	✓	✓	✓	✓	✓	✓
Organisation reports	✓	✓	✓	✓	✓	✓	✓	✓
SLA reports		✓						
Ticket handling time reports	✓	✓	✓	✓	✓	✓	✓	✓
Time registration reports					✓			
Ticket history reports	✓	✓	✓	✓	✓	✓	✓	✓
Ticket list reports	✓	✓	✓	✓	✓	✓	✓	✓
Ticket trend reports	✓	✓	✓	✓	✓	✓	✓	✓
Volume reports	✓	✓	✓	✓	✓	✓	✓	✓
Satisfaction reports			✓					

# Checklist for program features

Reports	HelpDesk	Advanced	SR	LDAP	Time	Track	Map	Forms
Product reports						✓		
Map reports							✓	

Defining customer requests	HelpDesk	Advanced	SR	LDAP	Time	Track	Map	Forms
Support objects	✓	✓	✓	✓	✓	✓	✓	✓
Object groups		✓						
Object hierarchy		✓						
Connect objects to customers	✓	✓	✓	✓	✓	✓	✓	✓
Connect objects to support members	✓	✓	✓	✓	✓	✓	✓	✓

Time registration	HelpDesk	Advanced	SR	LDAP	Time	Track	Map	Forms
Define opening hours	✓	✓	✓	✓	✓	✓	✓	✓
Track time for each ticket	✓	✓	✓	✓	✓	✓	✓	✓
Register the exact time used					✓			
Block hours by customer					✓			
Extract time reports					✓			
Extract invoice details					✓			

## General program information

### Technical requirements

If you choose a SaaS subscription, you only need a web browser. When purchasing an On-Premise license, the program has to be installed on a Windows Server.

Web browser:

- Microsoft Edge
- Mozilla Firefox
- Google Chrome
- Safari

### HelpDesk SaaS

We offer you to rent our products and guarantee an availability level of 99.9%.

All costs are included in the subscription; license, cloud hosting, technical support and version upgrades (see 'Support and Warranty').

The minimum subscription period is six (6) months, and the notice period for termination is three (3) months.

### Purchase a perpetual On-Premise license (hosted on own server)

The web server must meet the system requirements specified at [www.artologik.com](http://www.artologik.com). There you will find current technical information.

### License size

The size best suited for you depends on your organization and its complexity. Please get in touch with us if you are unsure about which license size to choose, together we will find the size that best fits your needs.

Available License Sizes:

#### Light

Max 2 ticket operators/administrators.

#### Standard

Max 5 ticket operators/administrators.

#### Enterprise

Max 10 ticket operators/administrators.

#### Extra pack

You can add extra ticket operators/administrators in packs of 5 to the Enterprise license.

Sales	+44 20 34 55 03 89
Support	+46 470 53 85 85
Switchboard	+46 470 53 85 00
E-post	info@artologik.com
Webbplats	<a href="http://www.artologik.com">www.artologik.com</a>

## Prices

### HelpDesk SaaS subscription

The set-up fee is 220 €. A SaaS subscription includes both free technical support and updates:

#### Monthly Fee

Light:	100 €/month
Standard:	190 €/month
Enterprise:	340 €/month
ExtraPack:	50 €/month

### HelpDesk On-Premise License

Light:	970 €
Standard:	2 410 €
Enterprise:	4 830 €
ExtraPack:	970 €/pack

#### + HD-Advanced

Size	SaaS	On-Premise
Light:	35 €/month	540 €
Standard:	65 €/month	1 070 €
Enterprise:	125 €/month	2 130 €

#### + HD-Forms

Size	SaaS	On-Premise
Light:	35 €/month	540 €
Standard:	65 €/month	1 070 €
Enterprise:	125 €/month	2 130 €

#### + HD-Track

Size	SaaS	On-Premise
Light:	35 €/month	540 €
Standard:	65 €/month	1 070 €
Enterprise:	125 €/month	2 130 €

#### + HD-TIME

Free. Requires a license for Artologik TIME.

#### + HD-Map

Size	SaaS	On-Premise
Light:	35 €/month	540 €
Standard:	65 €/month	1 070 €
Enterprise:	125 €/month	2 130 €

#### + HD-LDAP

Size	SaaS	On-Premise
Light:	35 €/month	540 €
Standard:	65 €/month	1 070 €
Enterprise:	125 €/month	2 130 €

#### + HD-SR

Free. Requires a license for Artologik Survey&Report.

All prices exclude VAT. All prices are subject to alteration. Current prices are listed on our website [www.artologik.com](http://www.artologik.com).

## ISO 27001

Both the company and the data centre are ISO 27001 certified. The certification means that our management system, processes and working practices fulfil high global standards for information security.

## Support and warranty

HelpDesk is easy to use, but some questions may still arise. When buying an On-Premise license, you get a one-year warranty (counting from the invoice date) for all promised functions. In addition, you can purchase a service agreement that runs annually. Service Agreements are subscribed to for the complete license, both HelpDesk and its plugins.

### The service agreement includes

- Permanent access to the latest version
- Free technical support by phone or online
- Free technical support from our helpdesk within one working day
- A program functionality warranty
- An upgrade warranty. You only pay the price difference when changing to a larger license
- Discounted user support

### Prices for service agreement per year

HelpDesk SaaS

A service agreement is included in the subscription fee.

HelpDesk On-Premise

Light:	200 €/year
Standard:	490 €/year
Enterprise:	970 €/year
Extrapack:	200 €/year

## Training

We offer both training and configuration support, on-site and online. Our experts adapt the training session's content and length to your needs.

### Would you like to know more?

On our website, [www.artologik.com](http://www.artologik.com), you can read more about the program. There you can order your trial site. You are also welcome to [contact us!](#)