

# Simple Effective Flexible

## Ticket management with Artologik HelpDesk

- Web based
- User friendly
- Feature rich
- Customizable



# The art of effective organizing

In an increasingly complex world, orderliness is essential in every organisation. Artologik HelpDesk is the tool that ensures the correct course of action for your support and ticketing processes and lets you keep track of all your support activities.

Easy to understand and use

Working in our web based program is easy, well-arranged and intuitive. Practical explanations and tips via help texts and videos are available for all functions.

Customers find their own solutions

Customers can search for a solution themselves in the FAQ-area and support personnel has the possibility to search the whole knowledge base for a solution.

Swift ticket handling

Tickets can be registered by your customers online or be sent to the program via email. Support personnel can also register tickets for customers and thereby save time with functions like "Standard questions", "Quick-case" and "Standard answers".

Customizable ticket forms

With questions and standard answers you can create customized ticket forms for every ticket type. You can publish your own ticket forms on your website and the information entered there will automatically be available in HelpDesk - thanks to the HelpDesk web service.

Everything at a glance

HelpDesk gives you a quick and practical overview of all your tickets and saves the information centrally in one place.

Email communication

Whether you are communicating with customers or colleagues from support personnel, a lot of communication is done by email. You can send and receive emails directly in HelpDesk and the whole communication will be saved in the ticket information. HelpDesk can convert emails into support tickets and send automated email responses.

Analytics

You can create different types of reports and adapt the content to your specific requirements. Use the reports to prevent recurring support issues, optimize products and use your support resources in the most efficient way.

Adjustable in every situation

Whether in IT-, product-, HR-support or other operational areas; HelpDesk is highly customizable and supports many ITIL-processes.

The screenshot displays the Artologik HelpDesk web interface. At the top, there's a navigation menu with options like News, New ticket, Tickets, Search solution, Edit FAQ, Reports, Administration, and Manual. The main content area is divided into several sections:

- Welcome page:** A section for users to log in or register, with a "Go directly to:" button and links for "Create new ticket", "Ticket list", "Search solution", and "News".
- Active reminders:** A section showing reminders for tickets, with a table listing ticket numbers, descriptions, and SLA times.
- Settings:** A section for configuring reminders, including a "New reminder" button and a "Settings" section for message and icon in the ticket list.
- Ticket list:** A table showing a list of tickets with columns for Ticket number, Registered for, Organization, Ticket title, Object, and Status.

Two yellow sticky notes are placed over the interface:

- A note labeled "Personal" is placed over the "Welcome page" section.
- A note labeled "Overview" is placed over the "Ticket list" section.

Ticket number	Registered for	Organization	Ticket title	Object	Status
20120418.009	2012-04-18 08:50	Milera Inc.	Colour prints	Printer	Opened
20120418.008	2012-04-18 08:50	Milera Inc.	Printer broken	Printer	Returned
20120418.007	2012-04-18 16:55	IT Reynolds	Water damage	Basement main building	Opened
20120418.006	2012-04-17 16:49	Opperman & Clark	Exchanging the security systems	Security systems	Opened
20120418.005	2012-04-17 16:49	Milera Inc.	Screen	Conference room building B	New
20120418.004	2012-04-17 16:42	AV Constructions	Plug-in	HelpDesk	Opened
20120418.003	2012-04-18 08:34	Milera Inc.	Noises	Printer	New
20120418.002	2012-04-18 08:32	Milera Inc.	Batteries	Smoke detector	New
20120418.001	2012-04-18 08:26	SLT-Group	International insurance	Insurance (HR question)	Opened
20120418.000	2012-04-17 16:58	SLT-Group	Transferring vacation days	Vacation (HR question)	New
20120417.007	2012-04-17 16:55	IT Reynolds	Beamer	Conference room building B	Opened
20120417.006	2012-04-17 16:49	Opperman & Clark	Survey answering	Survey&Report	Opened
20120417.005	2012-04-17 16:48	Milera Inc.	Registering printer in network	Printer	Opened
20120418.003	2012-04-18 08:34	Milera Inc.	Noises	Printer	New
20120418.002	2012-04-18 08:32	Milera Inc.	Batteries	Smoke detector	New
20120418.001	2012-04-18 08:26	SLT-Group	International insurance	Insurance (HR question)	Opened
20120418.000	2012-04-17 16:58	SLT-Group	Transferring vacation days	Vacation (HR question)	New
20120417.007	2012-04-17 16:55	IT Reynolds	Beamer	Conference room building B	Opened
20120417.006	2012-04-17 16:49	Opperman & Clark	Survey answering	Survey&Report	Opened
20120417.005	2012-04-17 16:48	Milera Inc.	Registering printer in network	Printer	Opened
20120418.003	2012-04-18 08:34	Milera Inc.	Noises	Printer	New
20120418.002	2012-04-18 08:32	Milera Inc.	Batteries	Smoke detector	New
20120418.001	2012-04-18 08:26	SLT-Group	International insurance	Insurance (HR question)	Opened
20120418.000	2012-04-17 16:58	SLT-Group	Transferring vacation days	Vacation (HR question)	New
20120417.007	2012-04-17 16:55	IT Reynolds	Beamer	Conference room building B	Opened
20120417.006	2012-04-17 16:49	Opperman & Clark	Survey answering	Survey&Report	Opened
20120417.005	2012-04-17 16:48	Milera Inc.	Registering printer in network	Printer	Opened
20120418.003	2012-04-18 08:34	Milera Inc.	Noises	Printer	New
20120418.002	2012-04-18 08:32	Milera Inc.	Batteries	Smoke detector	New
20120418.001	2012-04-18 08:26	SLT-Group	International insurance	Insurance (HR question)	Opened
20120418.000	2012-04-17 16:58	SLT-Group	Transferring vacation days	Vacation (HR question)	New
20120417.007	2012-04-17 16:55	IT Reynolds	Beamer	Conference room building B	Opened
20120417.006	2012-04-17 16:49	Opperman & Clark	Survey answering	Survey&Report	Opened
20120417.005	2012-04-17 16:48	Milera Inc.	Registering printer in network	Printer	Opened
20120418.003	2012-04-18 08:34	Milera Inc.	Noises	Printer	New
20120418.002	2012-04-18 08:32	Milera Inc.	Batteries	Smoke detector	New
20120418.001	2012-04-18 08:26	SLT-Group	International insurance	Insurance (HR question)	Opened
20120418.000	2012-04-17 16:58	SLT-Group	Transferring vacation days	Vacation (HR question)	New
20120417.007	2012-04-17 16:55	IT Reynolds	Beamer	Conference room building B	Opened
20120417.006	2012-04-17 16:49	Opperman & Clark	Survey answering	Survey&Report	Opened
20120417.005	2012-04-17 16:48	Milera Inc.	Registering printer in network	Printer	Opened
20120418.003	2012-04-18 08:34	Milera Inc.	Noises	Printer	New
20120418.002	2012-04-18 08:32	Milera Inc.	Batteries	Smoke detector	New
20120418.001	2012-04-18 08:26	SLT-Group	International insurance	Insurance (HR question)	Opened
20120418.000	2012-04-17 16:58	SLT-Group	Transferring vacation days	Vacation (HR question)	New
20120417.007	2012-04-17 16:55	IT Reynolds	Beamer	Conference room building B	Opened
20120417.006	2012-04-17 16:49	Opperman & Clark	Survey answering	Survey&Report	Opened
20120417.005	2012-04-17 16:48	Milera Inc.	Registering printer in network	Printer	Opened
20120418.003	2012-04-18 08:34	Milera Inc.	Noises	Printer	New
20120418.002	2012-04-18 08:32	Milera Inc.	Batteries	Smoke detector	New
20120418.001	2012-04-18 08:26	SLT-Group	International insurance	Insurance (HR question)	Opened
20120418.000	2012-04-17 16:58	SLT-Group	Transferring vacation days	Vacation (HR question)	New
20120417.007	2012-04-17 16:55	IT Reynolds	Beamer	Conference room building B	Opened
20120417.006	2012-04-17 16:49	Opperman & Clark	Survey answering	Survey&Report	Opened
20120417.005	2012-04-17 16:48	Milera Inc.	Registering printer in network	Printer	Opened
20120418.003	2012-04-18 08:34	Milera Inc.	Noises	Printer	New
20120418.002	2012-04-18 08:32	Milera Inc.	Batteries	Smoke detector	New
20120418.001	2012-04-18 08:26	SLT-Group	International insurance	Insurance (HR question)	Opened
20120418.000	2012-04-17 16:58	SLT-Group	Transferring vacation days	Vacation (HR question)	New
20120417.007	2012-04-17 16:55	IT Reynolds	Beamer	Conference room building B	Opened
20120417.006	2012-04-17 16:49	Opperman & Clark	Survey answering	Survey&Report	Opened
20120417.005	2012-04-17 16:48	Milera Inc.	Registering printer in network	Printer	Opened
20120418.003	2012-04-18 08:34	Milera Inc.	Noises	Printer	New
20120418.002	2012-04-18 08:32	Milera Inc.	Batteries	Smoke detector	New
20120418.001	2012-04-18 08:26	SLT-Group	International insurance	Insurance (HR question)	Opened
20120418.000	2012-04-17 16:58	SLT-Group	Transferring vacation days	Vacation (HR question)	New
20120417.007	2012-04-17 16:55	IT Reynolds	Beamer	Conference room building B	Opened
20120417.006	2012-04-17 16:49	Opperman & Clark	Survey answering	Survey&Report	Opened
20120417.005	2012-04-17 16:48	Milera Inc.	Registering printer in network	Printer	Opened
20120418.003	2012-04-18 08:34	Milera Inc.	Noises	Printer	New
20120418.002	2012-04-18 08:32	Milera Inc.	Batteries	Smoke detector	New
20120418.001	2012-04-18 08:26	SLT-Group	International insurance	Insurance (HR question)	Opened
20120418.000	2012-04-17 16:58	SLT-Group	Transferring vacation days	Vacation (HR question)	New
20120417.007	2012-04-17 16:55	IT Reynolds	Beamer	Conference room building B	Opened
20120417.006	2012-04-17 16:49	Opperman & Clark	Survey answering	Survey&Report	Opened
20120417.005	2012-04-17 16:48	Milera Inc.	Registering printer in network	Printer	Opened
20120418.003	2012-04-18 08:34	Milera Inc.	Noises	Printer	New
20120418.002	2012-04-18 08:32	Milera Inc.	Batteries	Smoke detector	New
20120418.001	2012-04-18 08:26	SLT-Group	International insurance	Insurance (HR question)	Opened
20120418.000	2012-04-17 16:58	SLT-Group	Transferring vacation days	Vacation (HR question)	New
20120417.007	2012-04-17 16:55	IT Reynolds	Beamer	Conference room building B	Opened
20120417.006	2012-04-17 16:49	Opperman & Clark	Survey answering	Survey&Report	Opened
20120417.005	2012-04-17 16:48	Milera Inc.	Registering printer in network	Printer	Opened
20120418.003	2012-04-18 08:34	Milera Inc.	Noises	Printer	New
20120418.002	2012-04-18 08:32	Milera Inc.	Batteries	Smoke detector	New
20120418.001	2012-04-18 08:26	SLT-Group	International insurance	Insurance (HR question)	Opened
20120418.000	2012-04-17 16:58	SLT-Group	Transferring vacation days	Vacation (HR question)	New
20120417.007	2012-04-17 16:55	IT Reynolds	Beamer	Conference room building B	Opened
20120417.006	2012-04-17 16:49	Opperman & Clark	Survey answering	Survey&Report	Opened
20120417.005	2012-04-17 16:48	Milera Inc.	Registering printer in network	Printer	Opened
20120418.003	2012-04-18 08:34	Milera Inc.	Noises	Printer	New
20120418.002	2012-04-18 08:32	Milera Inc.	Batteries	Smoke detector	New
20120418.001	2012-04-18 08:26	SLT-Group	International insurance	Insurance (HR question)	Opened
20120418.000	2012-04-17 16:58	SLT-Group	Transferring vacation days	Vacation (HR question)	New
20120417.007	2012-04-17 16:55	IT Reynolds	Beamer	Conference room building B	Opened
20120417.006	2012-04-17 16:49	Opperman & Clark	Survey answering	Survey&Report	Opened
20120417.005	2012-04-17 16:48	Milera Inc.	Registering printer in network	Printer	Opened
20120418.003	2012-04-18 08:34	Milera Inc.	Noises	Printer	New
20120418.002	2012-04-18 08:32	Milera Inc.	Batteries	Smoke detector	New
20120418.001	2012-04-18 08:26	SLT-Group	International insurance	Insurance (HR question)	Opened
20120418.000	2012-04-17 16:58	SLT-Group	Transferring vacation days	Vacation (HR question)	New
20120417.007	2012-04-17 16:55	IT Reynolds	Beamer	Conference room building B	Opened
20120417.006	2012-04-17 16:49	Opperman & Clark	Survey answering	Survey&Report	Opened
20120417.005	2012-04-17 16:48	Milera Inc.	Registering printer in network	Printer	Opened
20120418.003	2012-04-18 08:34	Milera Inc.	Noises	Printer	New
20120418.002	2012-04-18 08:32	Milera Inc.	Batteries	Smoke detector	New
20120418.001	2012-04-18 08:26	SLT-Group	International insurance	Insurance (HR question)	Opened
20120418.000	2012-04-17 16:58	SLT-Group	Transferring vacation days	Vacation (HR question)	New
20120417.007	2012-04-17 16:55	IT Reynolds	Beamer	Conference room building B	Opened
20120417.006	2012-04-17 16:49	Opperman & Clark	Survey answering	Survey&Report	Opened
20120417.005	2012-04-17 16:48	Milera Inc.	Registering printer in network	Printer	Opened
20120418.003	2012-04-18 08:34	Milera Inc.	Noises	Printer	New
20120418.002	2012-04-18 08:32	Milera Inc.	Batteries	Smoke detector	New
20120418.001	2012-04-18 08:26	SLT-Group	International insurance	Insurance (HR question)	Opened
20120418.000	2012-04-17 16:58	SLT-Group	Transferring vacation days	Vacation (HR question)	New
20120417.007	2012-04-17 16:55	IT Reynolds	Beamer	Conference room building B	Opened
20120417.006	2012-04-17 16:49	Opperman & Clark	Survey answering	Survey&Report	Opened
20120417.005	2012-04-17 16:48	Milera Inc.	Registering printer in network	Printer	Opened
20120418.003	2012-04-18 08:34	Milera Inc.	Noises	Printer	New
20120418.002	2012-04-18 08:32	Milera Inc.	Batteries	Smoke detector	New
20120418.001	2012-04-18 08:26	SLT-Group	International insurance	Insurance (HR question)	Opened
20120418.000	2012-04-17 16:58	SLT-Group	Transferring vacation days	Vacation (HR question)	New
20120417.007	2012-04-17 16:55	IT Reynolds	Beamer	Conference room building B	Opened
20120417.006	2012-04-17 16:49	Opperman & Clark	Survey answering	Survey&Report	Opened
20120417.005	2012-04-17 16:48	Milera Inc.	Registering printer in network	Printer	Opened
20120418.003	2012-04-18 08:34	Milera Inc.	Noises	Printer	New
20120418.002	2012-04-18 08:32	Milera Inc.	Batteries	Smoke detector	New
20120418.001	2012-04-18 08:26	SLT-Group	International insurance	Insurance (HR question)	Opened
20120418.000	2012-04-17 16:58	SLT-Group	Transferring vacation days	Vacation (HR question)	New
20120417.007	2012-04-17 16:55	IT Reynolds	Beamer	Conference room building B	Opened
20120417.006	2012-04-17 16:49	Opperman & Clark	Survey answering	Survey&Report	Opened
20120417.005	2012-04-17 16:48	Milera Inc.	Registering printer in network	Printer	Opened
20120418.003	2012-04-18 08:34	Milera Inc.	Noises	Printer	New
20120418.002	2012-04-18 08:32	Milera Inc.	Batteries	Smoke detector	New
20120418.001	2012-04-18 08:26	SLT-Group	International insurance	Insurance (HR question)	Opened
20120418.000	2012-04-17 16:58	SLT-Group	Transferring vacation days	Vacation (HR question)	New
20120417.007	2012-04-17 16:55	IT Reynolds	Beamer	Conference room building B	Opened
20120417.006	2012-04-17 16:49	Opperman & Clark	Survey answering	Survey&Report	Opened
20120417.005	2012-04-17 16:48	Milera Inc.	Registering printer in network	Printer	Opened
20120418.003	2012-04-18 08:34	Milera Inc.	Noises	Printer	New
20120418.002	2012-04-18 08:32	Milera Inc.	Batteries	Smoke detector	New
20120418.001	2012-04-18 08:26	SLT-Group	International insurance	Insurance (HR question)	Opened
20120418.000	2012-04-17 16:58	SLT-Group	Transferring vacation days	Vacation (HR question)	New
20120417.007	2012-04-17 16:55	IT Reynolds	Beamer	Conference room building B	Opened
20120417.006	2012-04-17 16:49	Opperman & Clark	Survey answering	Survey&Report	Opened
20120417.005	2012-04-17 16:48	Milera Inc.	Registering printer in network	Printer	Opened
20120418.003	2012-04-18 08:34	Milera Inc.	Noises	Printer	New
20120418.002	2012-04-18 08:32	Milera Inc.	Batteries	Smoke detector	New
20120418.001	2012-04-18 08:26	SLT-Group	International insurance	Insurance (HR question)	Opened
20120418.000	2012-04-17 16:58	SLT-Group	Transferring vacation days	Vacation (HR question)	New
20120417.007	2012-04-17 16:55	IT Reynolds	Beamer	Conference room building B	Opened
20120417.006	2012-04-17 16:49	Opperman & Clark	Survey answering	Survey&Report	Opened
20120417.005	2012-04-17 16:48	Milera Inc.	Registering printer in network	Printer	Opened
20120418.003	2012-04-18 08:34	Milera Inc.	Noises	Printer	New
20120418					

Flexible



# Customize HelpDesk to meet your needs

With the help of plug-ins you can adapt HelpDesk to fit the individual demands of your organisation.

HD-Advanced, enhanced ticket handling

Companies with a complex support structure can streamline their work flow – with HD Advanced! Ticket operators can be connected to support groups with different areas of responsibility and with the possibility to delegate tickets to other support groups. The plug-in also enables you to keep track of your Service Level Agreements, use a complex object structure, add ticket classifications, connect tickets with the same cause and much more.

HD-Track, product index

Manage your products in a clearly arranged way. With HD-Track you can add a product register and connect products and serial numbers to customers, objects and tickets. This way you have an overview of your product history for every support customer and you can optimize the product administration. Your product index can be imported easily and quickly in an XML-format.

HD-TIME, time registration for the support

Time registration and support management in one program! HD-TIME connects HelpDesk with our time registration software TIME. That way you can register tickets and charge your customers to-the-minute. You can easily see the time registered per ticket and action in the ticket form and in the reports.

HD-LDAP, link to a directory service

HD-LDAP simplifies the administration, editing and validation of support personnel and customers. By connecting HelpDesk to your address index (e.g. Active Directory) and a user environment with a “Single-Sign-On” authentication you minimize operating effort for both administrators and regular users.

Communication

Reminders

Customizable



# General Information

## Technical Requirements

When renting the program all you need is a web browser. When buying a license the program needs to be installed on a Windows Webserver.

### Web Browser Requirements

- To register a ticket:
- Internet Explorer version 7.0 or later
  - Mozilla Firefox version 3.5 or later
  - Google Chrome version 6.0 or later

### For working with the program:

- Internet Explorer version 8.0 or later
- Mozilla Firefox version 3.5 or later

For more information about browsers, go to:  
[www.artologik.com](http://www.artologik.com).

### Rent HelpDesk

The easiest way to use HelpDesk is to rent our product. We guarantee an uptime of 99.9%. When you order a rental license, the program is delivered on the day of order. The rent includes all costs (licensing, hosting, technical support and version upgrade). The minimum rental period is six (6) months and notice period is three (3) months.

### Purchase License for own installation

Artologik products are also offered as licences to install on your own server. We recommend the following standards:  
Server: Windows 2003/2008/2008 R2  
Web server program: IIS  
Disc space: 4 GB  
Databases: MS SQL Server or MS SQL Express

## License Sizes

The size that best suits you depends on your organization and its complexity. Contact us if you are not sure which license you should choose, we can then, together, come up with the size that fits your needs best.

### Available License Sizes:

Light: Max. 2 operators/administrators.  
Standard: Max. 5 operators/administrators.  
Enterprise: Max. 10 operators/administrators.

Extra pack: Extra operators/administrators in packs of 5 can be bought as required. Extra pack is only available for the Enterprise license.

## Prices

### Rental License HelpDesk

The set-up fee is 180 €. A rental license includes both free technical support and updates (monthly fee):

Light:	80 €/month
Standard:	160 €/month
Enterprise:	270 €/month
Extra pack (5 oper./admin):	40 €/month/pack

### Purchase License HelpDesk

Light:	900 €
Standard:	2 250 €
Enterprise:	4 500 €
Extra pack (5 oper./admin):	900 €/pack

## Plug-ins

### HD-Advanced

Size	Rental	Purchase
Light:	30 €/month	500 €
Standard:	60 €/month	1 000 €
Enterprise:	120 €/month	2 000 €

### HD-Track

Size	Rental	Purchase
Light:	30 €/month	500 €
Standard:	60 €/month	1 000 €
Enterprise:	120 €/month	2 000 €

### HD-TIME

Size	Rental	Purchase
Light:	30 €/month	500 €
Standard:	60 €/month	1 000 €
Enterprise:	120 €/month	2 000 €

### HD-LDAP

Size	Rental	Purchase
Light:	25 €/month	350 €
Standard:	45 €/month	750 €
Enterprise:	90 €/month	1 500 €

All prices are excluding VAT. We reserve the right to change prices. You will find the latest prices on our website [www.artologik.com](http://www.artologik.com).

## Support and Warranty

HelpDesk is easy to use but there may still arise some questions. If you encounter technical problems related to the program itself, you can search for answers in the FAQ of our own HelpDesk at: <http://helpdesk.artologik.net>.

When you buy an Artologik program you always get a one year warranty (starting from the invoice date) for all the promised functions. You can also purchase a complete service agreement that runs on an annual basis. There are service agreements for both the program and the plug-ins. For complete price information, please visit:  
<http://www.artologik.com>

### A Service Agreement Includes:

- Permanent access to the latest version of the software
- Free technical support over the phone
- Free technical support via e-mail
- Free technical support from our helpdesk within one working day
- A program functionality guarantee
- An upgrade guarantee – only pay the price difference when changing to a larger license

## Prices for Service Agreements – Annual Basis

### With a Rental License

A service agreement is included in the rental fee.

### With a Purchase License

Light:	150 €/year
Standard:	450 €/year
Enterprise:	900 €/year
Extra pack (5 oper./admin):	150 €/year

## Training

To get a quick and easy start with the program, we offer you training. Choose between hourly, half-day and full-day, in which practical exercises are included. With modern technology, we also hold courses at a distance.

## More Information

You can read more about this and other programs on our website [www.artologik.com](http://www.artologik.com). There you can also order a personal trial site! You are of course always welcome to call, fax or e-mail us at Artisan Global Media at any time.

# Simple is smart

Administrative software directly in your web browser



**Artologik®**  
SOFTWARE FOR THE WEB

Artisan Global Media, Videum, 351 96 Växjö, Sweden  
Ph: +46 0470 53 85 65 Fax: 0470 820 20  
[www.artologik.com](http://www.artologik.com) : [info@artologik.com](mailto:info@artologik.com)

UK:	+44 20 34 55 03 89	France:	+33 183 79 00 08
Belgium:	+32 28 80 16 29	Germany:	+49 69 12 00 67 30
Switzerland:	+44 59 59 540	Spain:	+34 91 18 68 829
Austria:	+43 12 65 06 19	Holland:	+31 20 26 23 629