

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.

HelpDesk ? Ticket Delegate History

20120417.007
Ticket title: Beamer
Object: Conference room building B

Status: Opened
Ticket description:
Actions:
Solution:
Registered for:
Organisation:
Priority: Medium
Support group: Support Group 1
Registered by: Peter Miller
Country:
Last edited: 2012-04-18 08:44 by Frederic Jones

Artologik Helpdesk
Welcome page
The "Welcome page" is the first page presented to users in HelpDesk when they log in to the program. You can either use the same welcome page for all user roles, or define a specific welcome page for each user role. The welcome page is also defined for all active languages in the program.
The "Welcome page" menu option under "Administration" - "Application Settings" is used to edit the welcome page.

Go directly to:
Create new ticket Ticket list Search solution News

Personal

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 past "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.

Active reminders
30% of SLA-time has elapsed
50% of SLA-time has elapsed
60% of SLA-time has elapsed
80% of SLA-time has elapsed

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

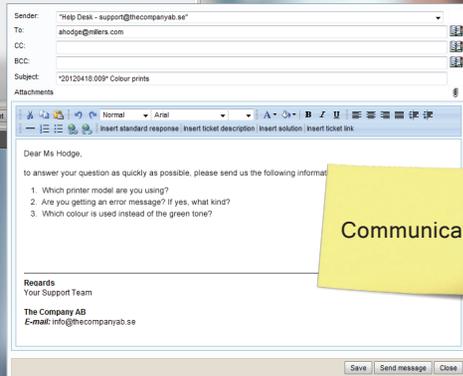
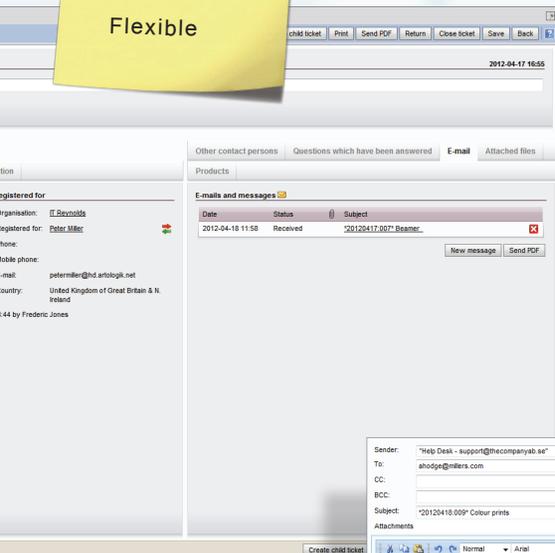
New reminder
New reminder type of reminder: Message Icon in the ticket list

Settings
90% of SLA-time has elapsed
Send a reminder every 90 %
Reminder count 1
Service levels
Ticket opening
Fast answer to ticket
Ticket closing
Use the ticket's expected end date instead of the SLA date

38 tickets
Ticket number Registration time Registered for Organisation Ticket title Object Status
20120418.009 2012-04-18 08:58 Millers Inc. Colour prints Printer Opened Return Jones, Frederic
20120418.008 2012-04-18 08:58 Millers Inc. Printer broken Printer Returned Open
20120418.007 2012-04-18 08:58 IT Reynolds Water damage Basement main building Opened Return Jones, Frederic
20120418.006 2012-04-18 08:58 IT Reynolds Exchanging the security systems Security systems New Open
20120418.005 2012-04-18 08:58 SLT-Group Screen Conference room building B New Open
20120418.004 2012-04-18 08:58 AV Constructions Plug-in HelpDesk Opened Return Jones, Frederic
20120418.003 2012-04-18 08:58 Millers Inc. Noises Printer New Open
20120418.002 2012-04-18 08:58 Millers Inc. Batteries Smoke detector New Open
20120418.001 2012-04-18 08:58 SLT-Group International insurance Insurance (HR question) Opened Return Jones, Frederic
20120417.008 2012-04-17 16:58 SLT-Group Transferring vacation days Vacation (HR question) New Open
20120417.007 2012-04-17 16:58 IT Reynolds Beamer Conference room building B Opened Return Jones, Frederic
20120417.006 2012-04-17 16:49 Oppeman & Clarks Survey answering Survey&Report Opened Return Jones, Frederic
20120417.005 2012-04-17 16:48 Millers Inc. Registering printer in network Printer Opened Table, syst Administrator, Admin
20120418.003 2012-04-18 08:58 AV Constructions AV Constructions Forgot password HelpDesk Opened Return Jones, Frederic
20120418.002 2012-04-18 08:58 Millers Inc. Noises Printer New Open
20120418.001 2012-04-18 08:58 SLT-Group International insurance Insurance (HR question) Opened Return Jones, Frederic
20120417.008 2012-04-17 16:58 SLT-Group Transferring vacation days Vacation (HR question) New Open
20120417.007 2012-04-17 16:58 IT Reynolds Beamer Conference room building B Opened Return Jones, Frederic
20120417.006 2012-04-17 16:49 Oppeman & Clarks Survey answering Survey&Report Opened Return Jones, Frederic
20120418.007 2012-04-18 08:58 IT Reynolds Water damage Basement main building Opened Return Jones, Frederic
20120418.006 2012-04-18 08:52 IT Reynolds Exchanging the security systems Security systems New Open
20120418.005 2012-04-18 08:48 SLT-Group Screen Conference room building B New Open

Overview

Flexible



Communication

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.

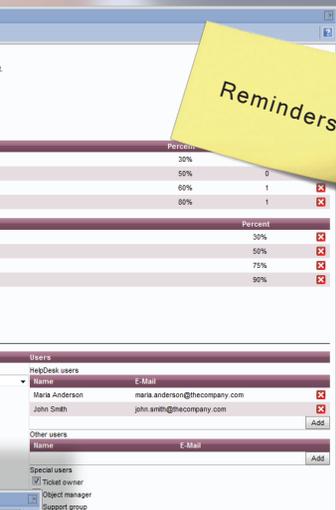
HD-TIME, time registration for the support

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.

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.

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.

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. 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

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