

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 Help-Desk 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; Help-Desk is highly customizable and supports many ITIL-processes.

The screenshot displays the Artologik HelpDesk software interface across three main windows:

- Top Window (HelpDesk):** Shows a navigation menu with links like News, New ticket, Tickets, Search solution, Edit FAQ, Reports, Administration, and Manual. It also shows a ticket details panel for a ticket titled "Beamer" with object "Conference room building B".
- Middle Window (Ticket Editor):** A configuration window for the "General page" settings. It includes sections for "Show the news on the welcome page for all not anonymous users" (with options for Show only the news, Do not show the news, Show the news at the right side of the welcome page, Show the news at the bottom of the welcome page), "Define the content of the welcome page in the editor below", and "Enter the URL to an external web page to be used as welcome page".
- Bottom Window (Helpdesk Webpage):** The Artologik Helpdesk homepage. It features a banner for "Artologik Helpdesk", a "Welcome page" section with a sticky note labeled "Personal", and a "News" section. Below the news is a "Reminders" section with a sticky note labeled "Overview" and a table for setting up SLA reminders. The table lists message types (Email, Message icon) and descriptions for 30%, 50%, 75%, and 90% of SLA-time elapsed.

Each window has a yellow sticky note overlaid on it, highlighting specific features: "Personal" on the welcome page, "Overview" on the reminders table, and "Overview" on the ticket list table.

Bottom Window (Ticket List): A table showing a list of tickets with columns for Ticket number, Registration date, Created for, Organisation, Ticket title, Object, Status, and a timestamp column. The table is sorted by registration date and shows various ticket types and statuses.

Flexible

A screenshot of the HelpDesk software interface. At the top, there's a toolbar with buttons for 'child ticket', 'Print', 'Send PDF', 'Return', 'Close ticket', 'Save', and 'Back'. Below the toolbar, the date '2012-04-17 16:55' is displayed. The main area shows a ticket record for 'Peter Miller' with fields for 'Other contact persons', 'Questions which have been answered', 'E-mail', and 'Attached files'. Under 'Products', there's a section for 'E-mails and messages' with a table showing one received message from 'Help Desk - support@thecompanyab.se' on '2012-04-18 11:58' with subject '20120417-007 Beamer...'. A 'New message' and 'Send message' button are at the bottom of this section.

A screenshot of a communication window within the HelpDesk software. It shows an email message being composed. The recipient is 'ahodge@millers.com'. The subject is '20120418-009 Colour prints'. The message body contains a question: 'Dear Ms Hodge, to answer your question as quickly as possible, please send us the following information: 1. Which printer model are you using? 2. Are you getting an error message? If yes, what kind? 3. Which colour is used instead of the green tone?' The message footer includes 'Regards, Your Support Team' and 'The Company AB E-mail: info@thecompanyab.se'. Buttons for 'Save', 'Send message', and 'Close' are at the bottom.

Communication

Reminders



A screenshot of the HelpDesk software interface showing user management. It lists 'HelpDesk users' and 'Other users'. Under 'HelpDesk users', there are entries for 'Name' (Maria Anderson, John Smith) and 'E-Mail' (maria.anderson@thecompany.com, john.smith@thecompany.com). Under 'Other users', there are entries for 'Name' (E-Mail) and 'Add' button. A sidebar on the left shows sections for 'Special users' (Ticket owner, Object manager, Support group), 'Alert' (with a checkbox), and 'Messages' (with a 'Save' button).

A screenshot of a ticket registration form titled 'Ticket registration'. It includes fields for 'Personal data' (First name, Surname, E-mail, Phone), 'Error description' (Title, Description), and 'Category' (Choose the option that is best suited). At the bottom, there's a 'Send' button and the company information: 'The Company AB 012-34 56 78 info@thecompanyab.se'.

Customizable

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.

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.

Artologik®
SOFTWARE FOR THE WEB

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Simple is smart

Administrative software directly in your web browser

