

PRODUCT SHEET

HelpDesk

HD-Track – Product register

Complement HelpDesk with a product register to track which articles or products each individual support client has. HD-Track allow you to get an overview of all articles on which support is offered, and thereby evaluate and rationalise administration.

A product can be anything on which support is given; for example, a product, services, activities, people, places and much more. The reports from HD-Track are useful when organising the support department's resources by identifying the products needing the most support.

Overview and customer care

The product register can be imported to HelpDesk in XML format and it is easy to create connections between product and customers, to get a good picture of customers' support history. Customers' reviews about your products can be followed and thus creates a good overview of relations with each customer. Customer relationships can be nurtured through training and information efforts.

Let statistics help with the product development

Statistics give a detailed picture of the causes of issues handled by the support team, which can be used to direct product development towards eliminating common problems and improve products that requires a lot of service. Information from reports and support data can be used as basic data so that activities are correctly targeted.

Advantages of HD-Track:

- An overview of all products in service to optimise their management
- Link certain products to specific customers
- Detailed information about the causes of questions and problems handled by the support team
- An overview of product and customer support histories shows which require the most support resources
- Organise the resources of the support department according to the products which require the most support
- Reports and support statistics enable product development to be better managed in order to improve key products and avoid common problems
- Information based on reports and support statistics can also form the basis for training or information campaigns
- You can create product questions to be answered when a product is linked to a ticket.
- The Product report lets you display information about the products.

Contact us in order to hear what your organisation have to gain by using HD-Track. Further information can also be found on our web site www.artologik.com.

“With HD-Track we can create a product registry with all the different parts contained in our products. When a ticket is registered for a certain product you can also select which part or parts of the product the ticket concerns. This allows us to have a greater accuracy at registration, which facilitates the support at large. We can make follow-ups on products and articles in reports and spot problems or knowledge gaps, if any. This helps our work for improvement substantially.”

*Louise Ehrnsten, Support Solutions Manager,
ASSA Abloy (EMEA Product Innovation)*

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