helpdeskpilot

Simplify your help desk

Overview

- Web based help desk management is a pivotal aid to any business

- The ability to audit every conversation

- Efficient management of requests submitted via

  - Email, Web or over the phone

Use-cases

- Customer Service

  - Managing pre-sales and general enquiries, submitted via email or web

- Technical Support

  - Managing support requests from an international customer base

Use-cases

- Internal Request Tracking

  - Auditing and tracking email conversations within a business

- Software Bug Tracking

  - Managing bug reports, tracking development and fixes

Use-cases

- Online Knowledge Base

  - Self-help reference for customers, linked to ticketing system in case actual support is required

- IT Help Desk

  - Manage IT support requests from employees within the organization

Use-cases

- Ticketing System
  - Converting end user requests to identifiable tickets
    - Travel Agent bookings
    - Admin/Finance/Payroll request management
    - Warranty/Complaint Registration

Request submission

A help desk within easy reach

End Users can send requests via email, using their mail clients

Embeddable request submission form on your website

Self-service end user interface

Incoming requests converted into uniquely identifiable tickets

Intuitive & User friendly interface assists in achieving rapid turn around time

Flexibility

A help desk customized to your needs

Role-based help desk staff

Statuses

Setup and customize statues here. Add. Delete. Rename. ReOrder.

Status Color	Status Name	Behavior	Order
NEW	New (current default)	pending	1
OPEN	Open	pending	2
ON HOLD	On Hold	pending	3
SOLVED	Solved	completed	4
+	Add a new status.		

Priorities

Setup and customize priorities here. Add. Delete. Rename. Reorder.

Priority Name	Order
Low	1
Normal (current default)	2
High	3
Critical	4
+ Add a new priority.	

Custom statuses & priorities

Create custom fields to collect specific information on every submitted request

Business Automation

- Automate ticket actions with the Smart Rules Engine

- Define automated escalation rules

  - Time based

 - L1,L2,L3 support

- Reduce dependency on manual processes

Enhanced productivity

Aimed at benefiting every help desk staff

Multiple responses with a single reply

Rapid responses using Quick Reply
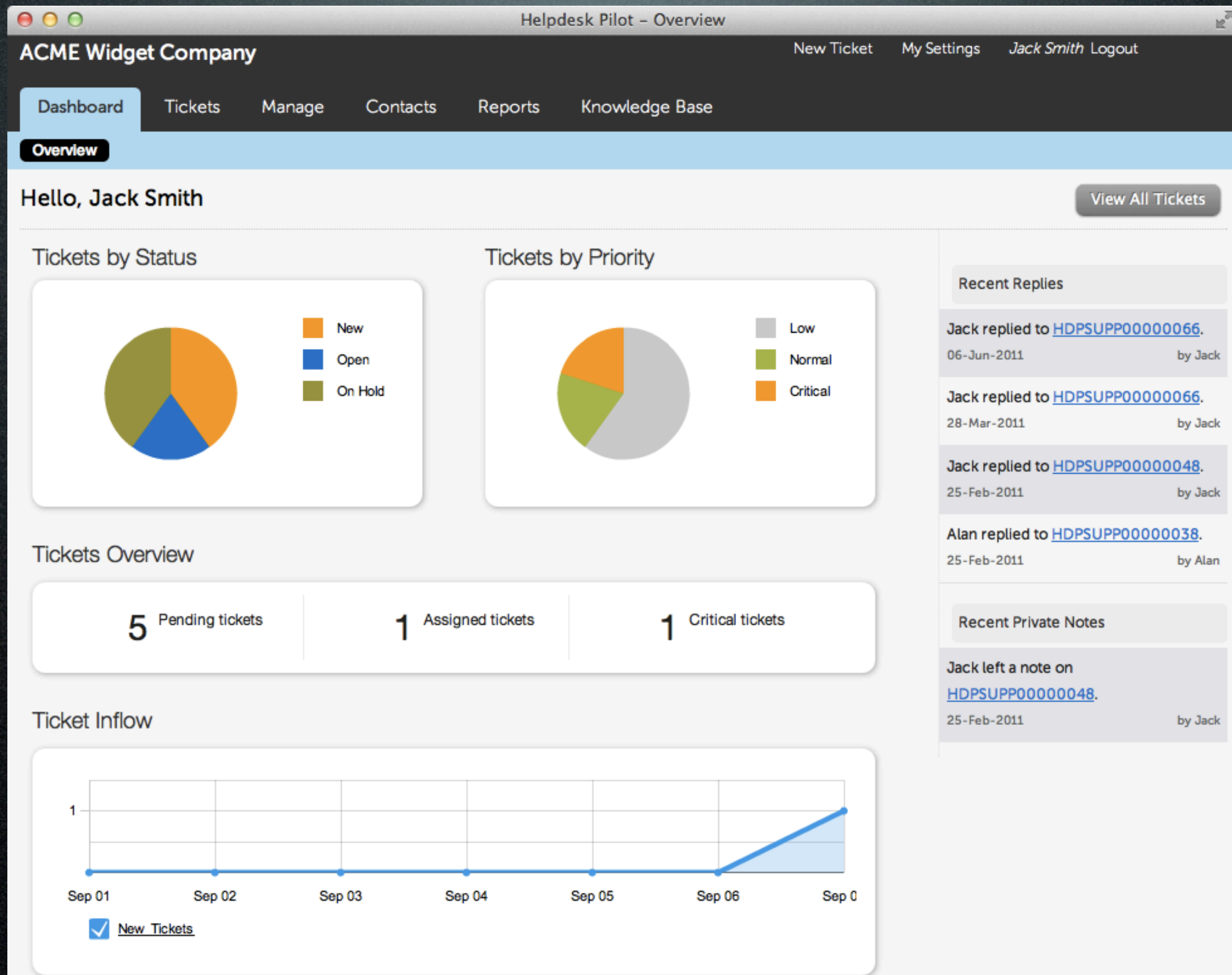
Individual staff dashboard with key statistics

Reply to end users via email

Internal collaboration through the use of Private Notes

Insert pre-defined response templates and ticket
level actions using
Canned Actions

Managing Help desk activities

Additional capabilities to aid in the management of your help desk

Powerful Reporting

- Insightful Statistics

- Build customized reports on the fly

- Intuitive interface to generate

  - Management reports

  - Incident tracking reports

- Assists decision making
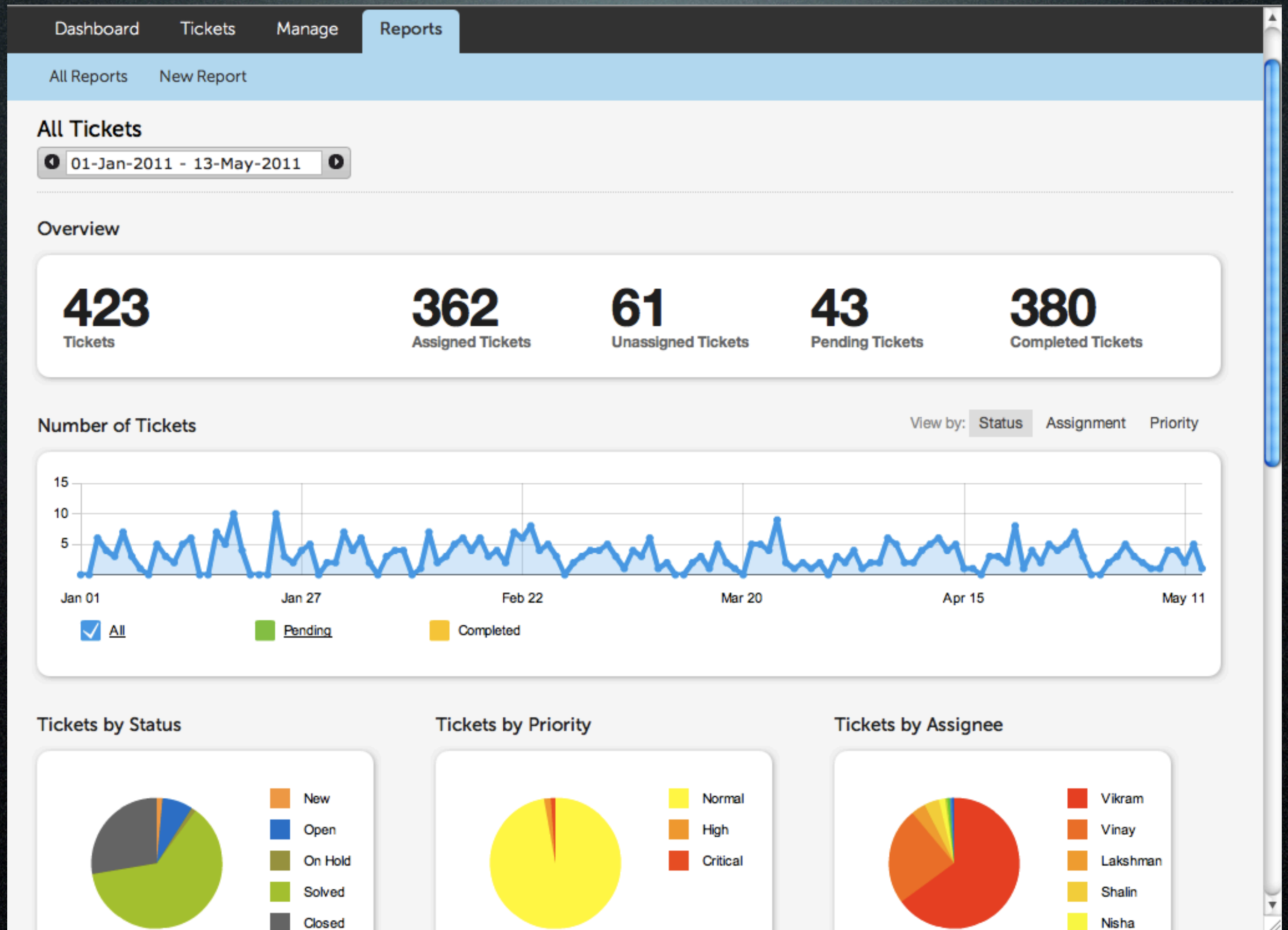
Visual representation of key metrics

Knowledge Base

- An Online Reference Medium for your end users to access

- Ideal for Technical Documentation, Support & Troubleshooting Guides, FAQs

- Create articles with rich content

  - HTML, Images, Video

  - Upload files to articles
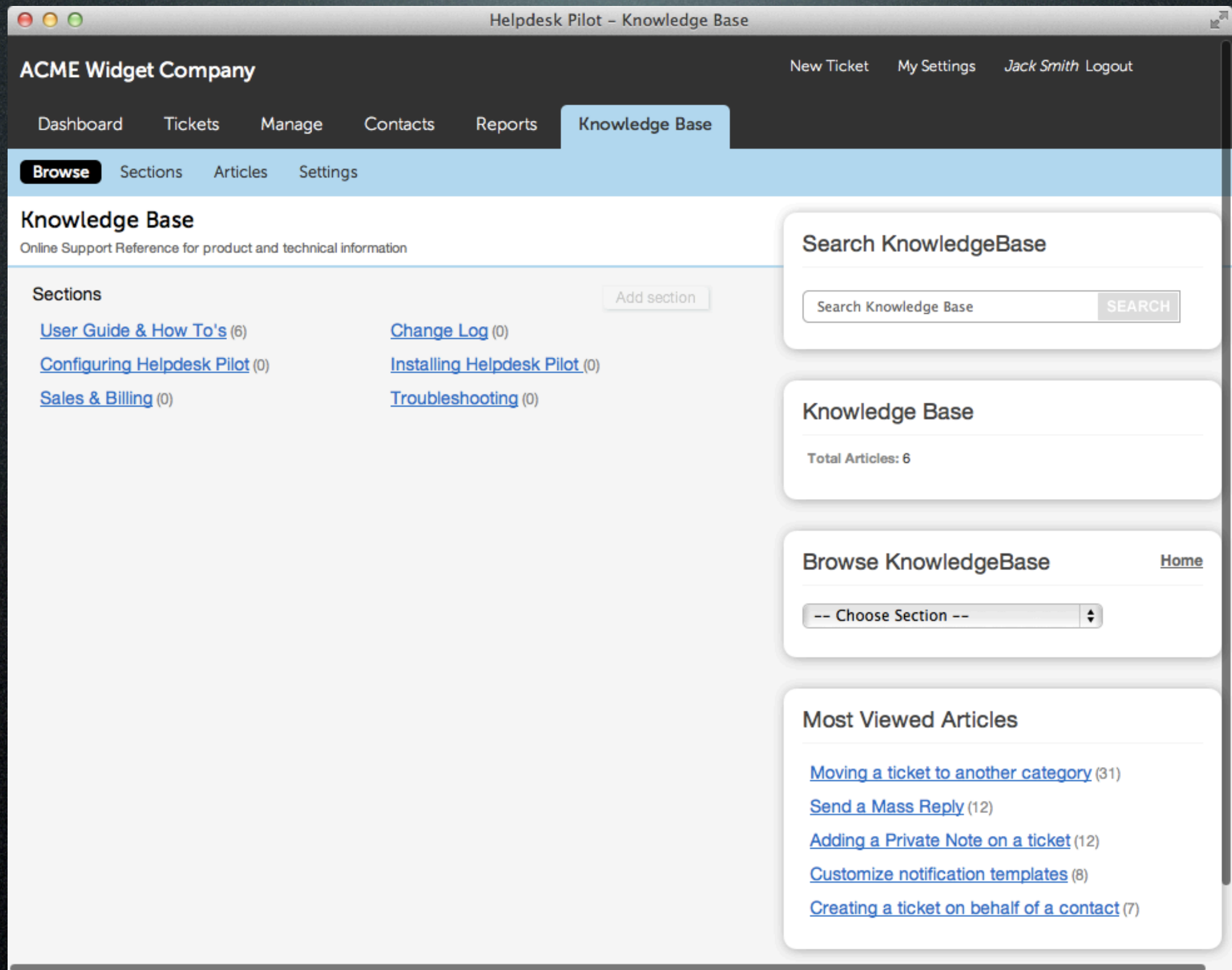
Intuitive Knowledge Base User Interface

SLA Management*

Manage and report on individual SLAs

Create SLAs with specific conditions and objectives, selecting custom work schedules

Define separate work schedules, including holidays
for accurate SLA timelines

SLA Performance				
SLA	**Tickets checked**	**Tickets breached**	**Target**	**Achieved**
Ticket Assignment SLA	3	2	100%	33.33%

Track Performance Goals with built-in SLA Reporting

Application Programming Interface (API)*

Extend the capabilities of Helpdesk Pilot, integrate with 3rd party applications

*Available on the Enterprise Edition only

API

- RESTful Web Service

  - Supports JSON, YAML, XML, Form Urlencoded and Multipart Form Data formats

- Create tickets from external applications

- Extract ticket details and data items from the help desk

- Full API documentation available on request

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