

Richmond SupportDesk Key New Features

NEW Resource Management

- Resource management functionality ensures service desk engineers are not double-booked by checking their calendar for existing tasks, activities or holidays.
- Users are made aware of potential conflicts with an engineers existing schedule so that alternative arrangements can be made.
- System administrators can specify which items within the service desk have an impact on resources such as Future Activities, Change Request Tasks, Holidays and Closed Days.
- A new specialist resource calendar is provided so that each engineer's appointments and tasks can be visualised within a single, easy-to-use interface.

NEW Microsoft Outlook Integration

- Records can now be displayed with activities and tasks in your Microsoft Outlook calendar.
- Users can choose to create Outlook-based appointments and tasks further increasing user's productivity and ensuring that key Service Desk tasks remain visible.

NEW Change Management

- Integral component of the SupportDesk Client, no additional licensing requirements
- Raise Requests for Change (RFC) against Incidents, Problems and any Configuration Item, including users, computers and locations
- Voting system for RFC's to be approved by nominated users
- Automatic notification of successful implementation of change
- Record the financial cost of changes
- Central configuration of change process through the Setup Console

NEW Active Directory™ Quick Setup

- Import information about computers from Active Directory much more easily
- Load an existing extraction XML file at the start of the Quick Setup Wizard
- Small icons allow more visibility of the tree structure

NEW Customer Satisfaction Survey

- Gather feedback from end users about any aspect of Customer service
- User-definable questionnaires sent via email
- Send surveys on demand to individuals or groups
- Create survey groups based on pre-defined selection criteria
- Essential information for service performance measurement

NEW Time Zone Feature

- Define the Time Zone where the SupportDesk server or Service Desk is located
- With Time Zone recognition turned on, time fields in both the Web Interface and Windows Client have a time zone suffix added (e.g. GMT+1)
- Specialists and Customers using the Web Interface see the actual times of Incidents and Service Level Agreements

NEW Resolution Codes

- Specialists can now select from a list of Resolution Codes
- Provides statistical reporting on how calls are being resolved, e.g. Resolved by User, Software Fix, Hardware Fix, No Resolution Available, Resolved By Third Party, User Training, Closed With No Resolve
- Easier to analyse how Incidents are resolved

New Sign-On Capabilities

- Reserved Sign-On allows Administrators to allocate named-user accounts to ensure system availability to those service desk technicians that require continuous access
- Single Sign-On enables users to automatically login to SupportDesk using pass-through authentication

NEW Incident Information Capture

- Create User Definable Fields (UDF's) to customise the capture of data within Incidents
- Create multiple UDF Styles with an unrestricted number of UDF fields
- UDF fields can be set to free text entry and/or select from a list
- UDF selection lists can be pre-populated, including imports from other fields and CSV files
- Individual UDF fields can be set as optional or mandatory