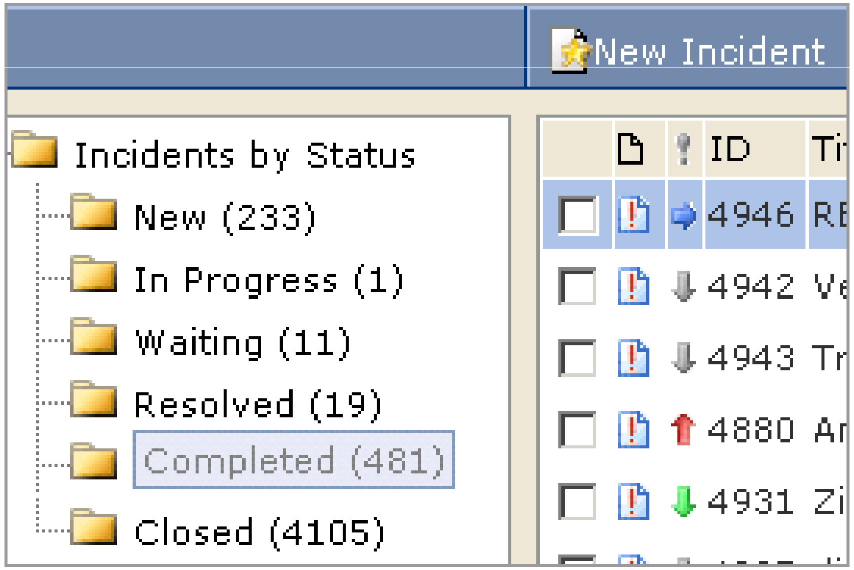
NET-Help

NET PROCESS

NET-Help

- This is a web based help desk software.
- Clear user-friendly interface combined with above features helps you to set your online customer support fast and easy.



Features

- Incident Management
- Team Organization
- Email Automation
- Knowledge Base
- Service Level Management
- Work Order Management
- Reports
- Language Management
- Integration with existing user accounts

Incident Management

- Register incidents
- Track incidents
- Templates
- Search and Advanced Search
- Email notifications
- Complete history tracking
- Incident routing and assignment
- Priorities
- Internal notes

Incident Management

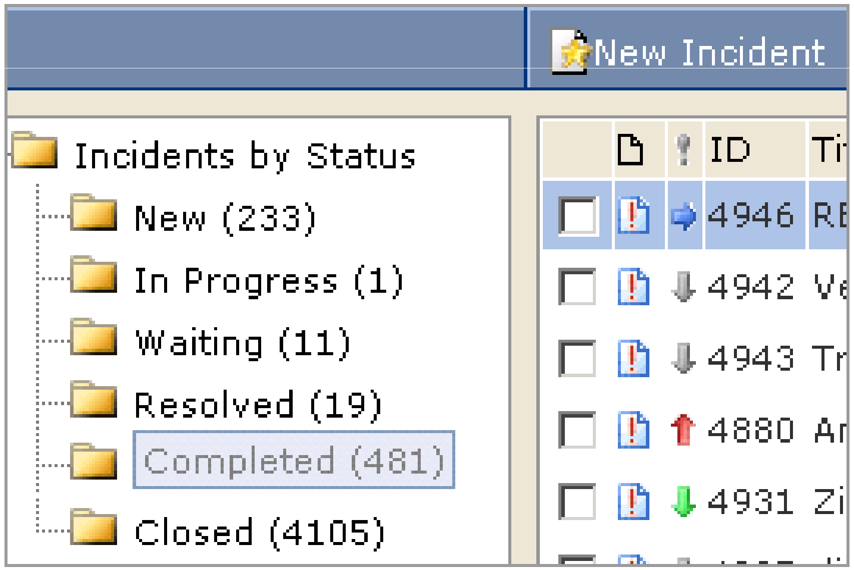
Register incidents

- Add new incidents easily.
- Your customers can create new incident using the web interface and log them to your database.
- Your support personnel can use the help desk software to log in a call as a new incident, or add an issue from the chat session, in client's behalf.
- Incoming email messages can be setup to generate a new incident.

Incident Management

- **Track incidents**

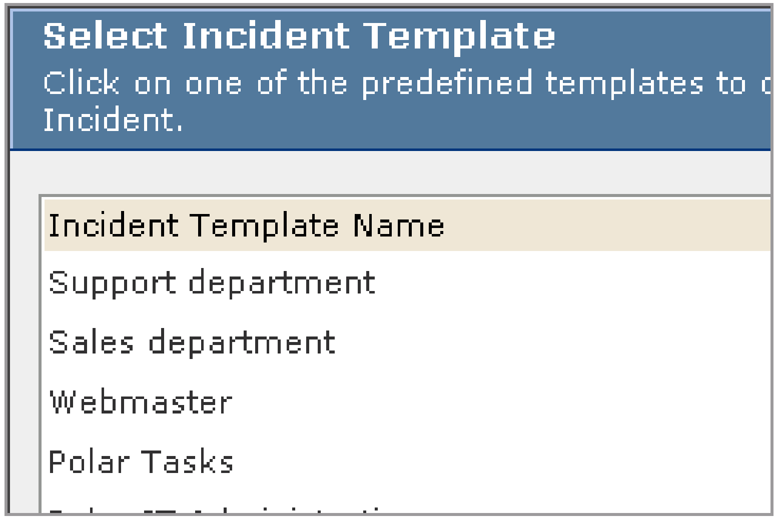
  Support manager can monitor and track all incidents from the Help Desk desktop. It gives an instant insight to the incidents status, priorities, assigned support representatives. It helps you control and manage your support team and the quality of your customer support service.



Incident Management

- **Templates**

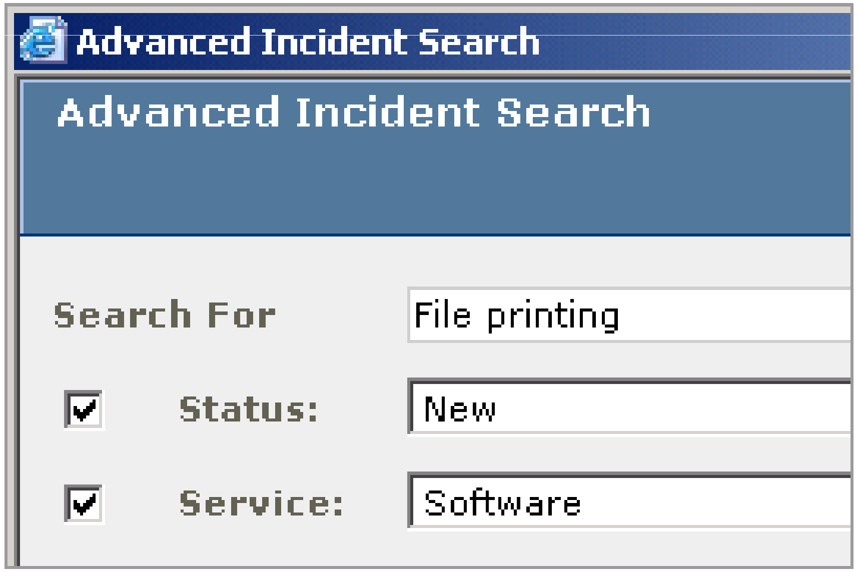
  Each incident is based on an incident template. Templates hold the default values for all data that is being displayed on the incident form. When using templates your support staff can easily and quickly create new incidents, and incidents created by your customers can be assigned to proper support group which is selected in the template.



Incident Management

- **Search and Advanced Search**

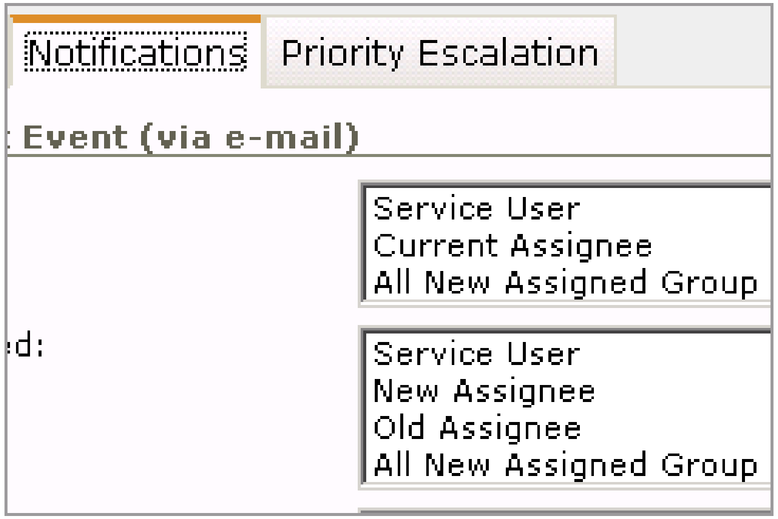
  Incidents are searchable from the desktop view or from the Advanced Search popup. The search engine will look for the keywords in incident title and in complete incident conversation history. You can also make searches by incidents' ID number.



Incident Management

- **Email notifications**

  Email notifications are sent when an incident has been updated. When setting the notifications, you choose who will receive a notification on a certain incident event (creation, reassignment of the support group and similar). You also choose which status change will be communicated to which persons or groups.



Incident Management

- **Complete history tracking**
  Each change made on an incident is being tracked. The help desk software allows you to easily browse each incident history and preview the changes that were made.

History Details

Service User	Status	Priority	To Group
Bill Williams	New	Planning	Support Representativ
Bill Williams	Resolved	Planning	Support Representativ

Incident Management

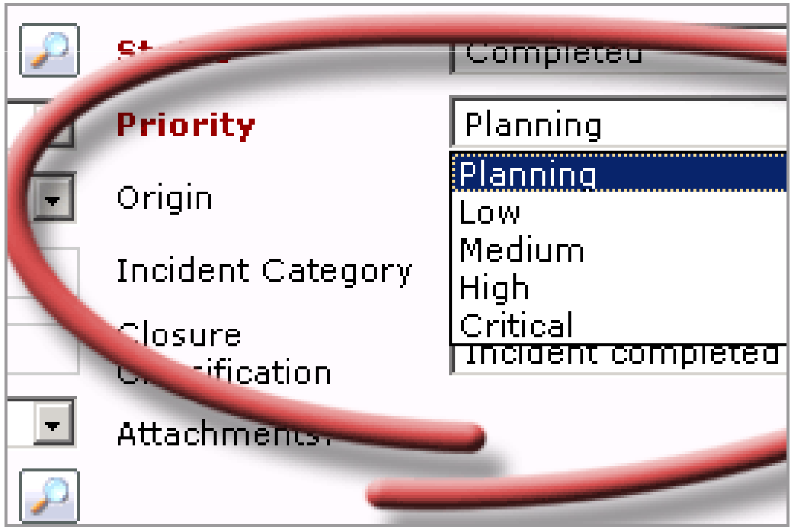
- **Incident routing and assignment**

  You can assign each incident to a group of support representatives or to one support representative. Each incident can be reassigned later to another group or a representative. A notification is being sent every time incident has been reassigned.

Incident Management

- **Priorities**

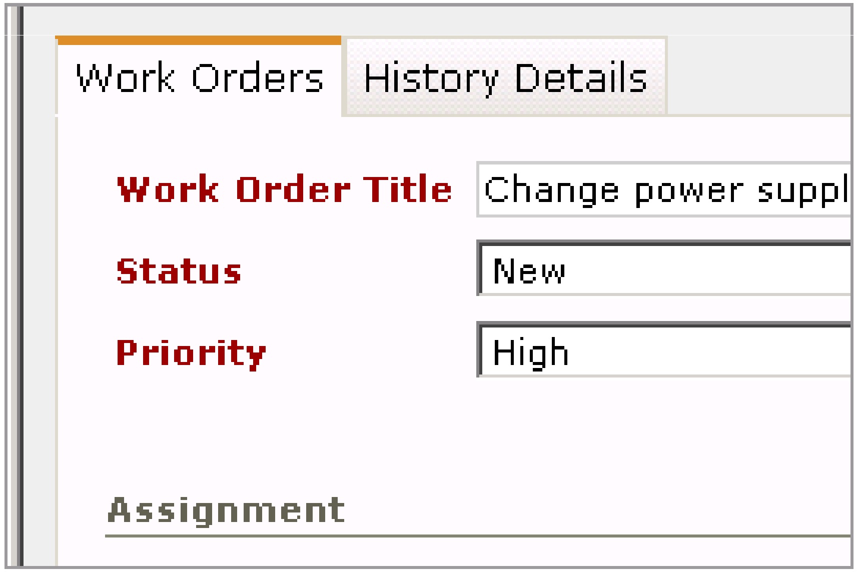
  Each incident has a given priority. Priorities are visualized as colored arrow icons on Help Desk desktop so that you can easily find incidents with top priorities. Incident priority will be increased automatically based on your service level settings.



Incident Management

- **Work Orders**

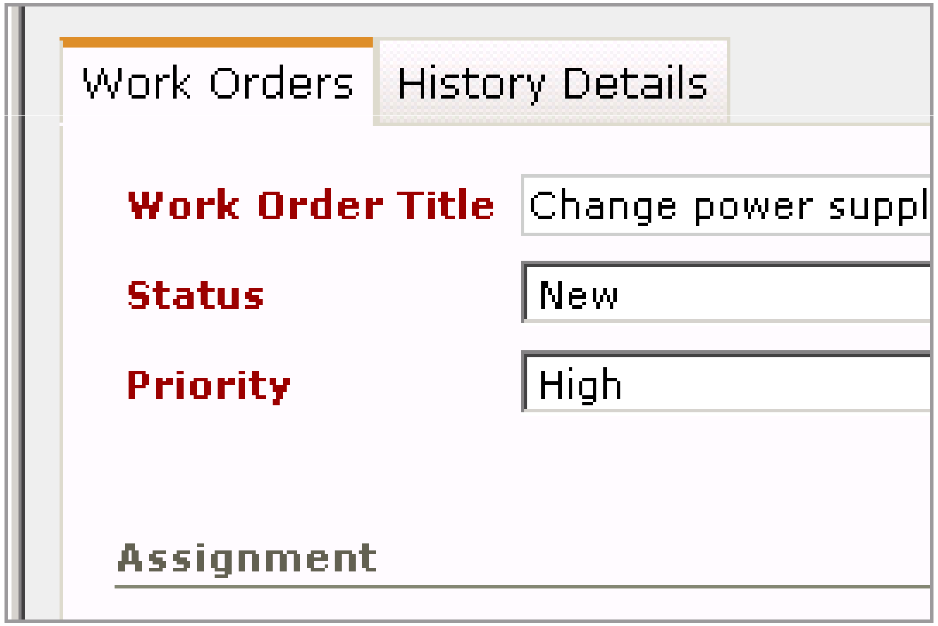
  Easily create tasks and assign them to users inside the system. Each work order can be related to underlying incident and assigned to particular group or individual user of the system. For each work order you can track time and record its full history including all the changes made by users.



Organize Your Support Team

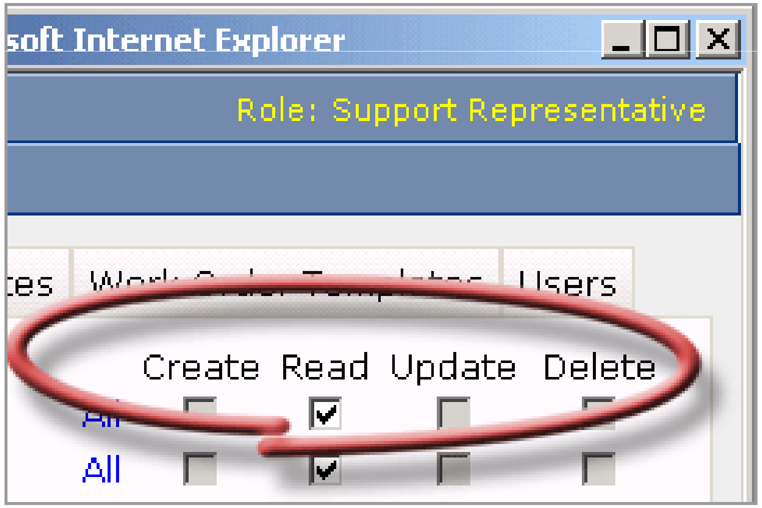
- **Groups**

  You can group your support personnel by their skill level into different Groups. Incidents are to be assigned to a certain group or a single support representative.



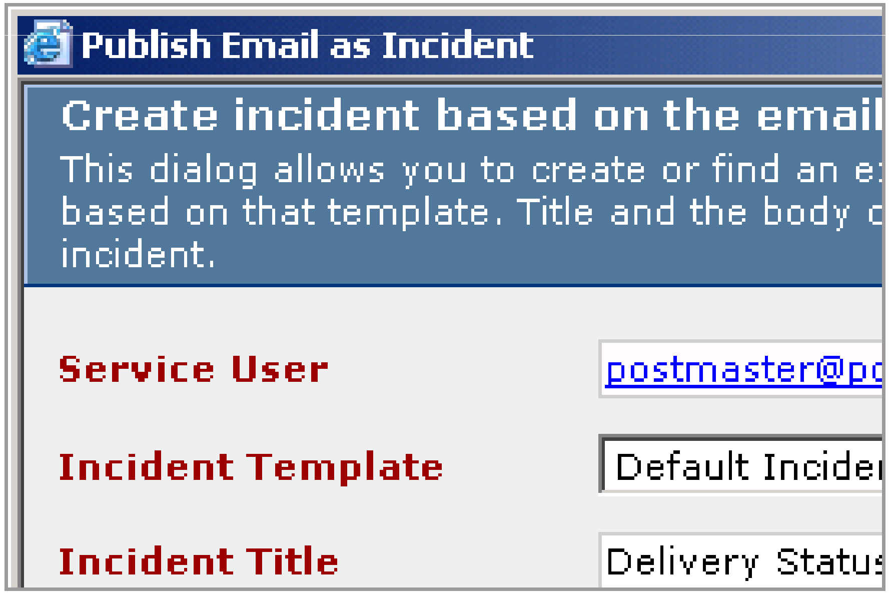
Organize Your Support Team

- **Roles**
  Using roles in Telefinity Help Desk software you can allocate permissions among your staff. A certain role is set to see only some or all help desk elements (e.g. Administration Desktop) or to access certain incident templates and work order templates.



Email Automation

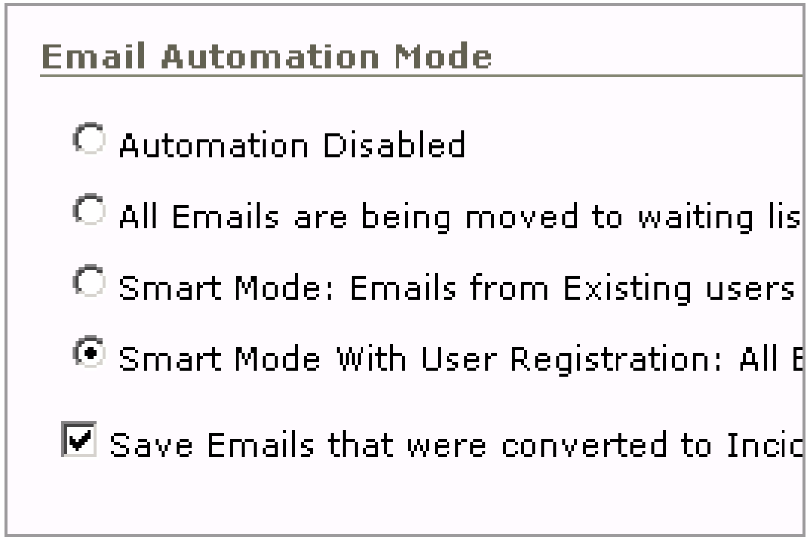
- **Convert incoming emails to incidents**
  Telefinity Help Desk can track an email address and convert incoming email messages as help desk incidents. The intelligent routines will determine the reason why this email is being sent: for new email message a new incident will be created, while replies will be recognized as a parts of the existing incident.



Email Automation

- **Multiple email automation modes**

  Administrator can choose from various modes of email automation. Modes allow you to set the level of automation you want to use. You can choose whether your emails will be converted to incidents automatically or the system will only receive emails and your staff will do the conversion of the selected incidents manually.



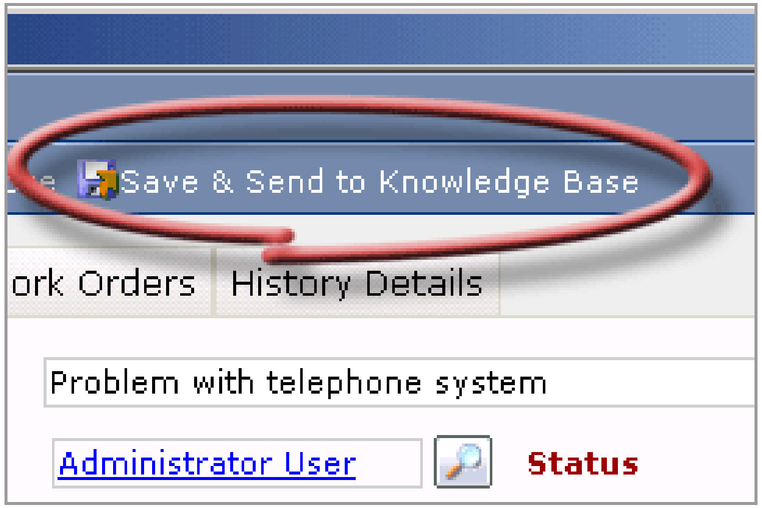
Email Automation

- **Register new users automatically**
  In appropriate email automation mode all new users (whose email is not in help desk database) will be registered as new users of your Help Desk.

- **Blocking email addresses**
  To prevent SPAM you can add certain email addresses or whole domains to blocked lists. The email automation will disregard these emails and junk email will not be added as Incident.

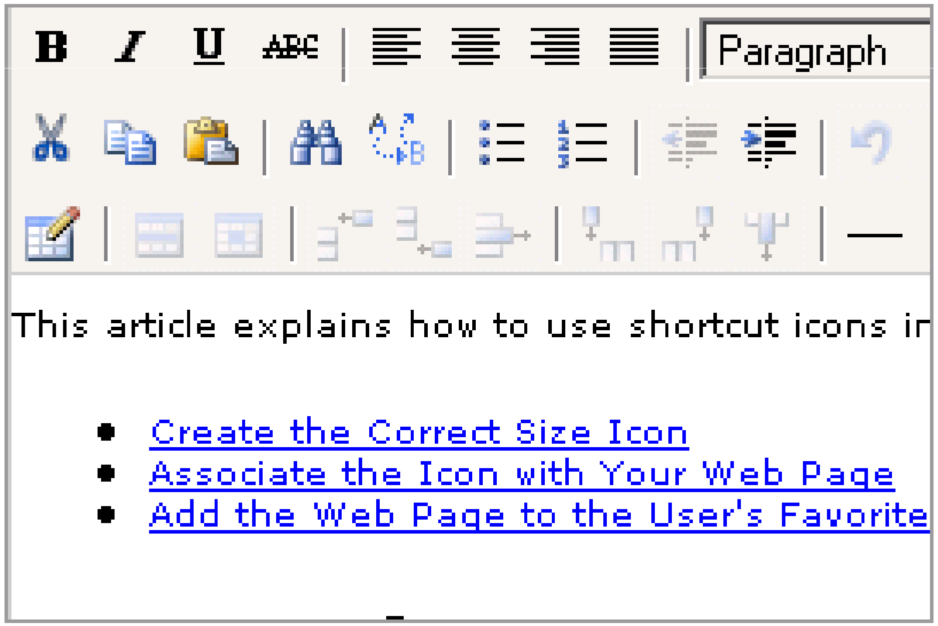
Knowledge Base

- **Integration with incidents**
  To keep the knowledge structured, organized and served for seamless self use by the customers, TeleFinity Help Desk integrates with the knowledge base.You can create new knowledge base entries based on resolved incidents. With one click you can create a new knowledge base article. The researches show great savings within the help desk support due to increased use of the knowledge base by the customers gain access to the necessary information easily and fast.



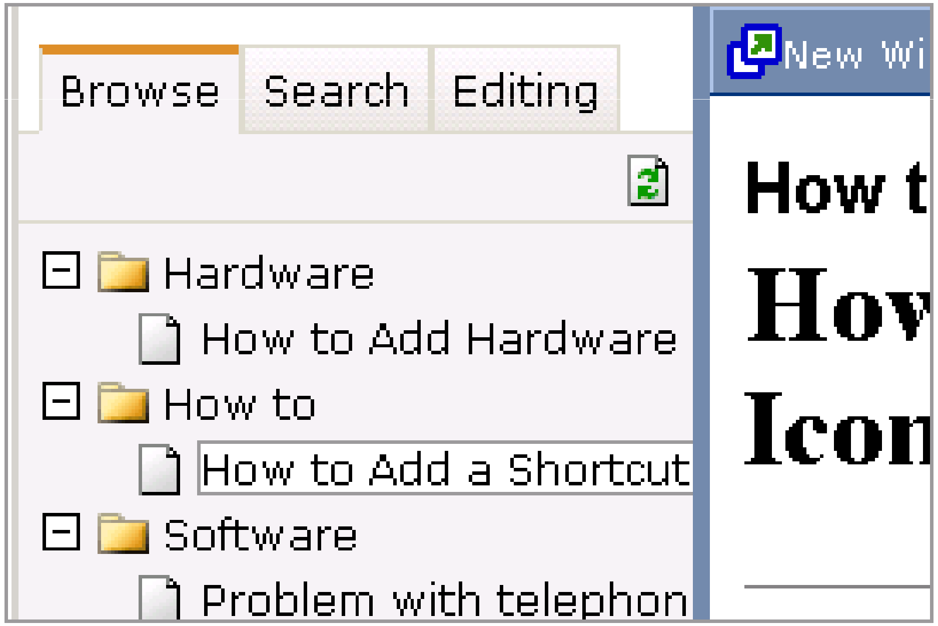
Knowledge Base

- **WYSIWYG editor**
  The new editor allows you to format and design you knowledge base articles with ease. It supports numerous visual elements including adding images to your web server. It also supports content copying from your web browser or your text editor (e.g. MS Word).



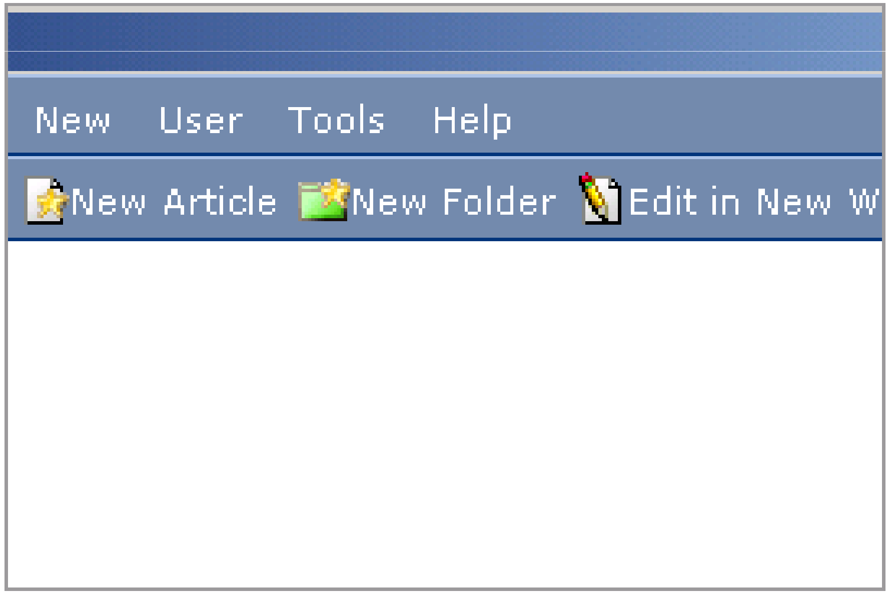
Knowledge Base

- **MSDN look-a-like table of contents**
  It gives the ability to easily browse your contents. It is easy to use and navigate. The customers will have no difficulties in finding solutions for their issues.



Knowledge Base

- **Easily publish MS Word document to Knowledge Base**
  With a few clicks you can copy content from MS Word into the knowledge base. It also supports content copying from your web browser or any other windows application. These features helps you enhance the knowledge you can provide to your customers for the self use.



Reports

- **Real Time**
  Your help desk and staff performances is monitored through various reports. The reports are rendered immediately, giving the real time results. You can also analyze history data to plan your resources and improve further help desk support achievements.

- **Charting**
  The chart is generated for each report. By choosing a time period you can isolate a particular time frame for reporting. By using trend charts you can forecast the changes on your help desk support.

Reports

Service Availability Reports

Registered Incidents Over Time
Open Incidents
Number of Incidents In Open State Over Time
Services By Number of Registered Incidents
Business Units By Number Of Registered Incidents
Service Users By Number Of Registered Incidents

Help Desk Performance Reports

Incidents In Open State By Duration Time
Closed Incidents Over Time
Incidents By Number of Contacts
Incident Categories By Number Of Registered

Support staff Performance Reports

Group By Number Of Incidents
Group By Average Time To Start Working On An Incident
Group By Average Incident Completion Time
Average Time Incident Spent In Progress Status
Support Representatives By Number Of Completed Incident

Planning Performance Reports

Closure Classifications By Number Of Closed Incidents
Incident Origins By Number Of Registered Incidents

Language Management

- **Choose language for your help desk interface**
  With this feature you can easily create new language interface for your help desk solution. You are able to translate all the text displayed on the help desk interface. The Language Management screen provides the functionality to import and export languages and choose the default language.Some languages are already supported in the help desk software and you can use them by choosing one as a default language. If you do not find your language in the Enabled Languages list, you can make the translation yourself. The translation is simple since you only need to translate a few "strings" within the xml file and import it.

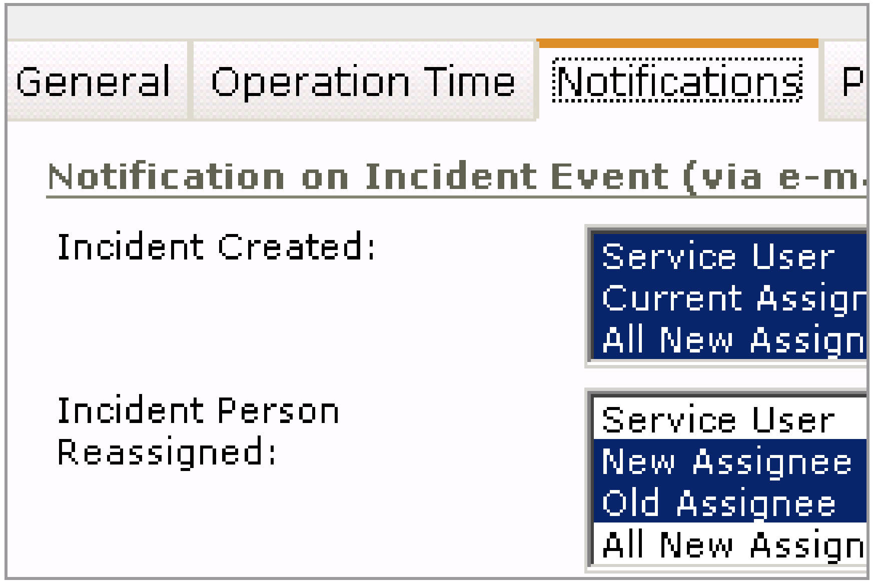
Language Management

- **Set the default language for any Business Unit or any user**
  For each business unit or a single user you can choose a display language: different business units or users can use different languages. The interface for these users will be displayed in the language currently selected. Users can change the display language in their profile settings.With unique help desk software solution you can provide customer support worldwide, while customized and adjusted to your clients preferences.

Service Level Management

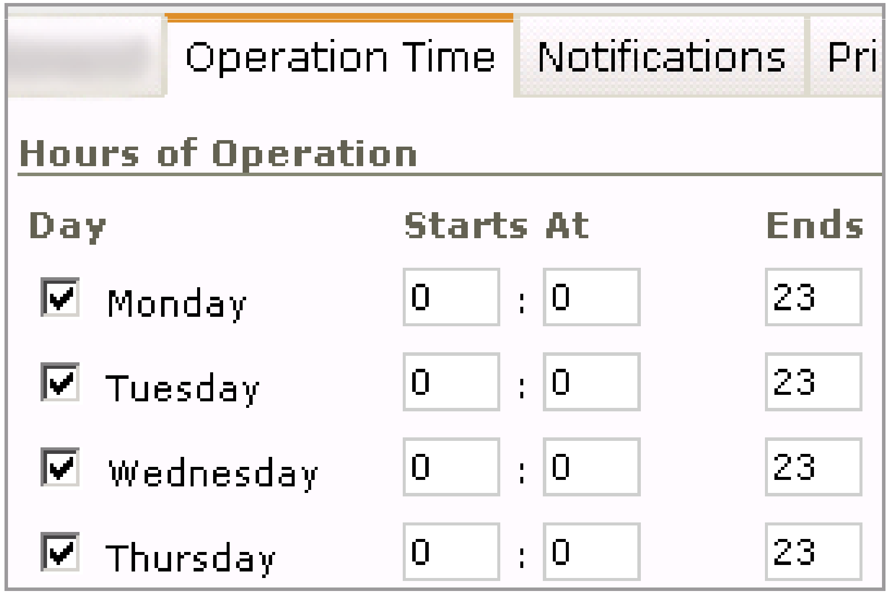
- **Customizable notification rules**

  Define custom notifications rules for each service level. This allows you to define groups of users to be notified on certain events for each service level. You can manage the service from the service level management screen by modifying Services, Service Levels, Service Level Agreements according to your specific needs.



Service Level Management

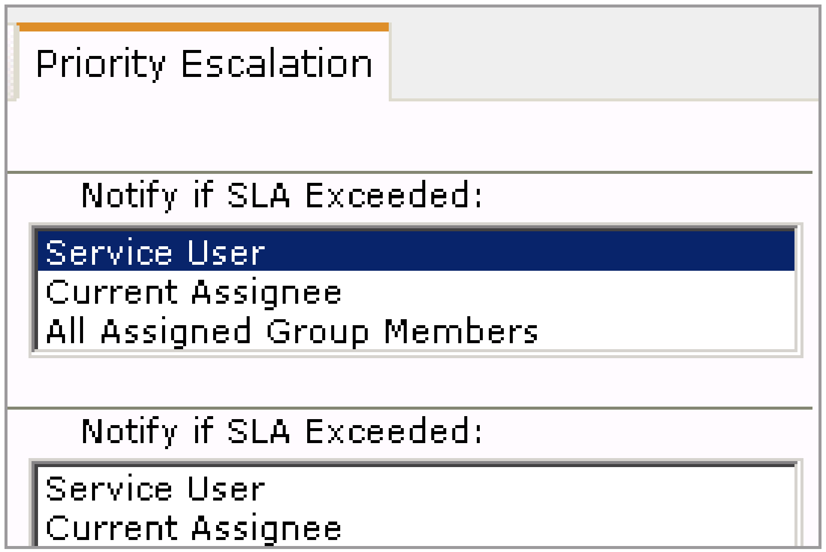
- **Hours of operation**
  For each Service Level you can set the hours of operation in your help desk. This feature allows you to set the "working hours" of the help desk support for the SLA in one week. You can also add annual holidays. Incidents that are created using a service level will only be escalated during working hours.



Service Level Management

- **Incident Escalations**

  TeleFinity Help Desk comes with integrated Scheduler service that monitors your incidents and escalates them in appropriate time. When an incident reaches escalation time the Scheduler service will increase its priority and send the notification to selected group of users. Priority escalation time can be customized for each service level, as well as the set of notifications for your supporters and personnel.

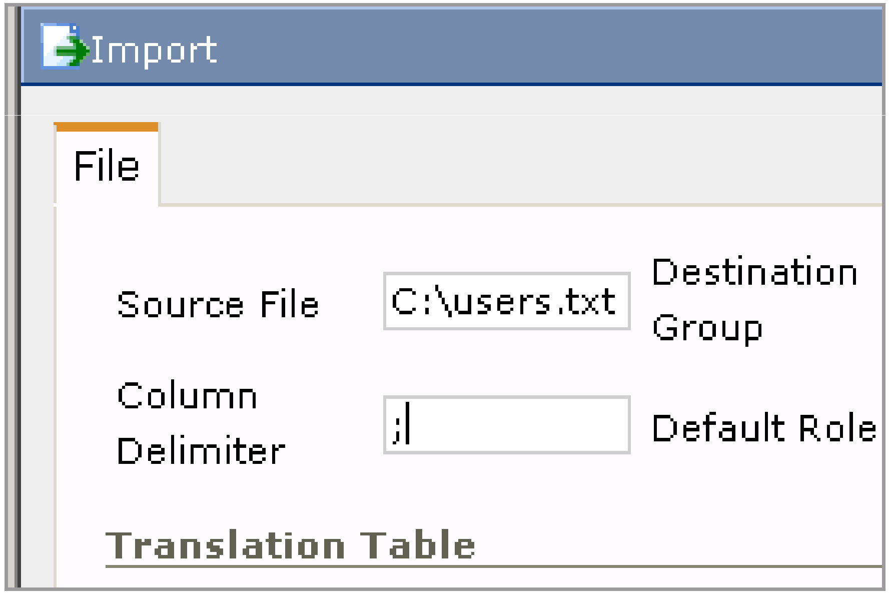


Integration with existing user accounts

- **Active Directory integration**
  Using Active Directory integration you can import your users from the Active Directory. Once you import your accounts with the Active Directory TeleFinity Help Desk software will be able to detect your user profile and you will be logged automatically using NTLM.

Integration with existing user accounts

- **Import user accounts from a file**
  If you have the user accounts stored in a file you can easily import them to TeleFinity Help Desk database. The import procedure also allows you to map and customize the data from your file while it is being imported to database.



System Requirements for TeleFinity Help Desk Professional

Server Requirements

Windows® 2000 (IIS 5.0) or Windows® XP (IIS 5.1) or Windows® 2003 (IIS 6.0)

Microsoft .NET Framework Version 1.1

MS SQL Server 2000 or MS SQL Server 2005 Express or MS SQL Server 2005

Client Requirements

MS Internet Explorer 6.0 or better

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