

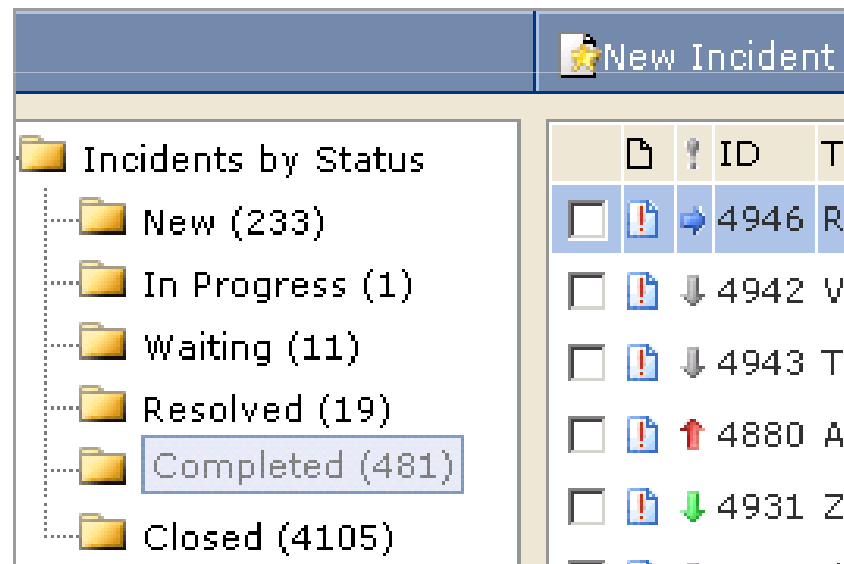


# NET-Help



# 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.



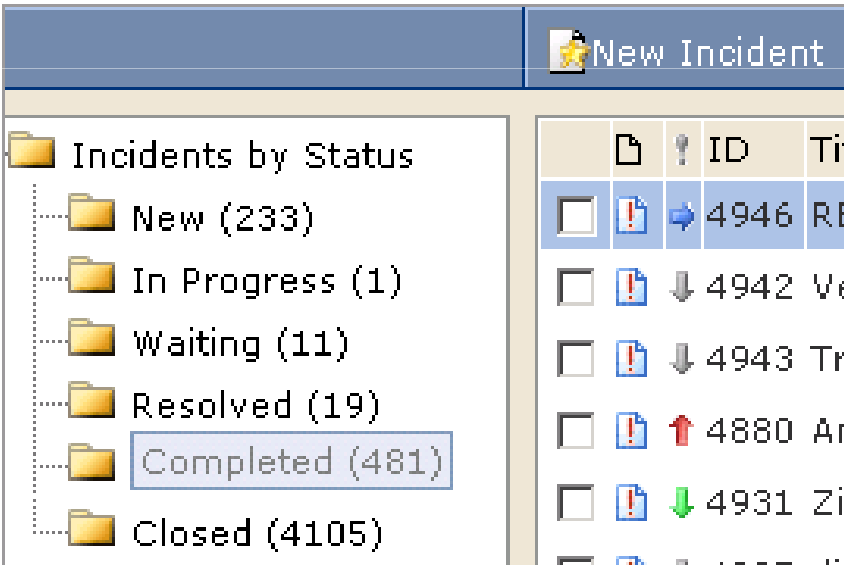
Field	Value
Incident Title	Deleting folders
Service User	Gary Fessler
Business Unit	Hecla Mining Compa



# 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.



	ID	Title
<input type="checkbox"/>	4946	RE
<input type="checkbox"/>	4942	Ve
<input type="checkbox"/>	4943	Tr
<input type="checkbox"/>	4880	Ar
<input type="checkbox"/>	4931	Zi

# 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.

**Select Incident Template**  
Click on one of the predefined templates to create an Incident.

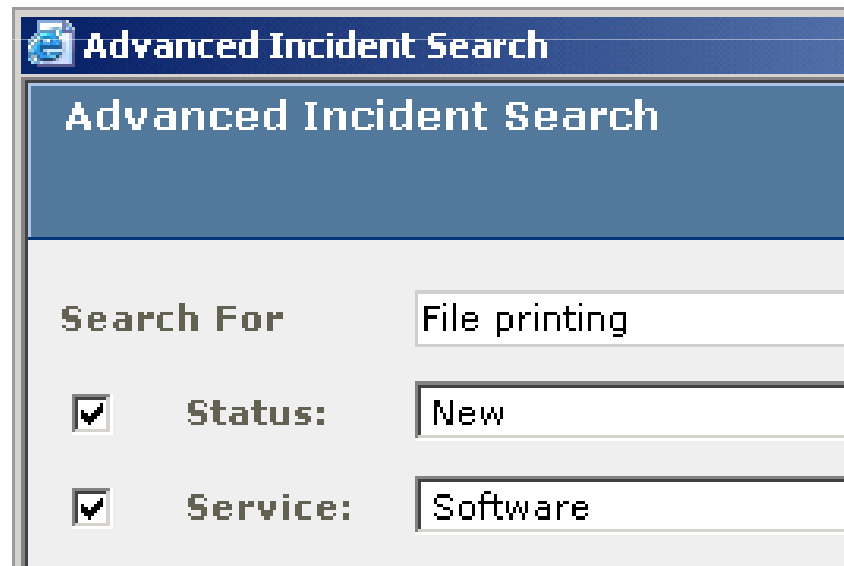
Incident Template Name
Support department
Sales department
Webmaster
Polar Tasks



# 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.



The image shows a screenshot of a software dialog box titled "Advanced Incident Search". The dialog has a blue header bar with the title. Below the header, there is a search form with the following fields:

Search For	File printing
<input checked="" type="checkbox"/> Status:	New
<input checked="" type="checkbox"/> Service:	Software

# 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.

Notifications		Priority Escalation
Event (via e-mail)		
To:	Service User Current Assignee All New Assigned Group	
	Service User New Assignee Old Assignee All New Assigned Group	



# Incident Management

- **Complete history tracking**

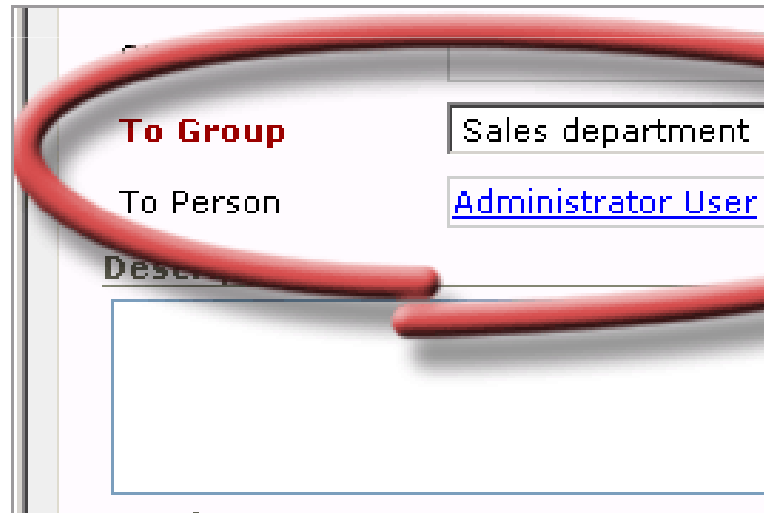
Each change made on an incident is being tracked. The help desk software allows you to easily browse each incident history and preview the changes that were made.

History Details				
Service User	Status	Priority	To Group	
Bill Williams	New	Planning	Support Representative	
Bill Williams	Resolved	Planning	Support Representative	

# 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.



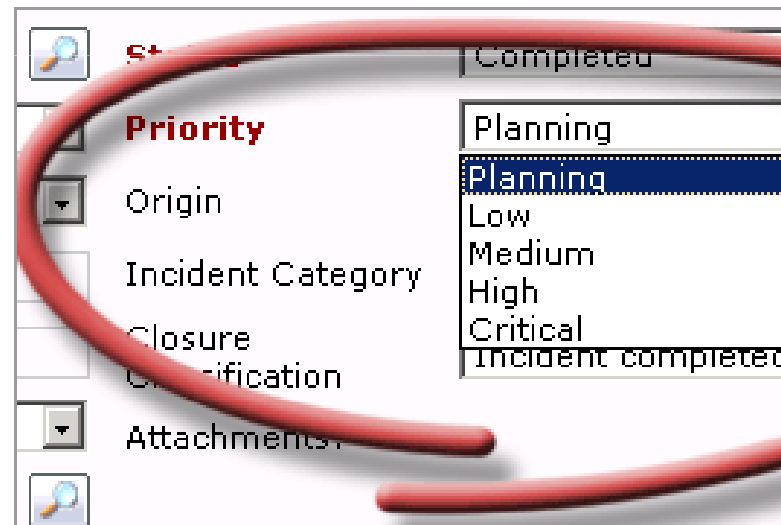
The image shows a screenshot of a web form for incident management. A thick red brushstroke highlights the 'To Group' and 'To Person' fields. The 'To Group' field contains the text 'Sales department'. The 'To Person' field contains the text 'Administrator User'. Below these fields is a 'Description' label and a large empty text area.

To Group	Sales department
To Person	<a href="#">Administrator User</a>
Description	

# 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.

Work Orders	History Details
<b>Work Order Title</b>	Change power suppl
<b>Status</b>	New
<b>Priority</b>	High
<b>Assignment</b>	

# Organize Your Support Team

- **Groups**

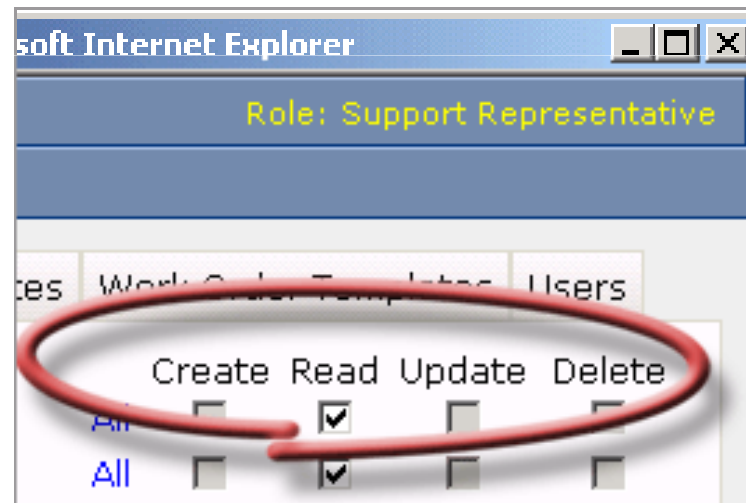
You can group your support personnel by their skill level into different Groups. Incidents are to be assigned to a certain group or a single support representative.

Work Orders	History Details
<b>Work Order Title</b>	Change power suppl
<b>Status</b>	New
<b>Priority</b>	High
<b>Assignment</b>	

# 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.



The screenshot shows a dialog box titled "Publish Email as Incident". The main heading is "Create incident based on the email". Below this, a descriptive text states: "This dialog allows you to create or find an existing incident based on that template. Title and the body of the incident." The form contains three fields: "Service User" with the value "postmaster@pc", "Incident Template" with the value "Default Incident", and "Incident Title" with the value "Delivery Status".

<b>Service User</b>	postmaster@pc
<b>Incident Template</b>	Default Incident
<b>Incident Title</b>	Delivery Status

# 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 Mode**

- Automation Disabled
- All Emails are being moved to waiting list
- Smart Mode: Emails from Existing users
- Smart Mode With User Registration: All E
- Save Emails that were converted to Incid



# 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**

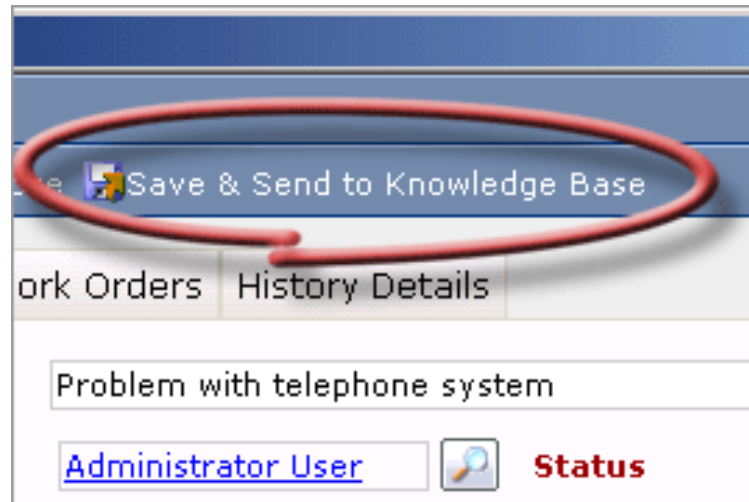
To prevent SPAM you can add certain email addresses or whole domains to blocked lists. The email automation will disregard these emails and junk email will not be added as Incident.



# Knowledge Base

- **Integration with incidents**

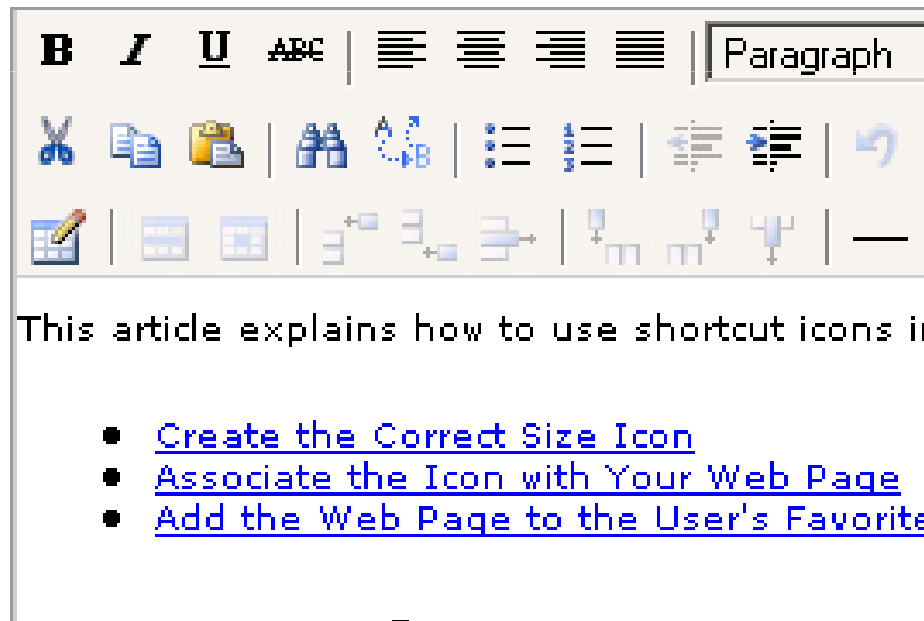
To keep the knowledge structured, organized and served for seamless self use by the customers, TeleFinity Help Desk integrates with the knowledge base. You can create new knowledge base entries based on resolved incidents. With one click you can create a new knowledge base article. The researches show 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**

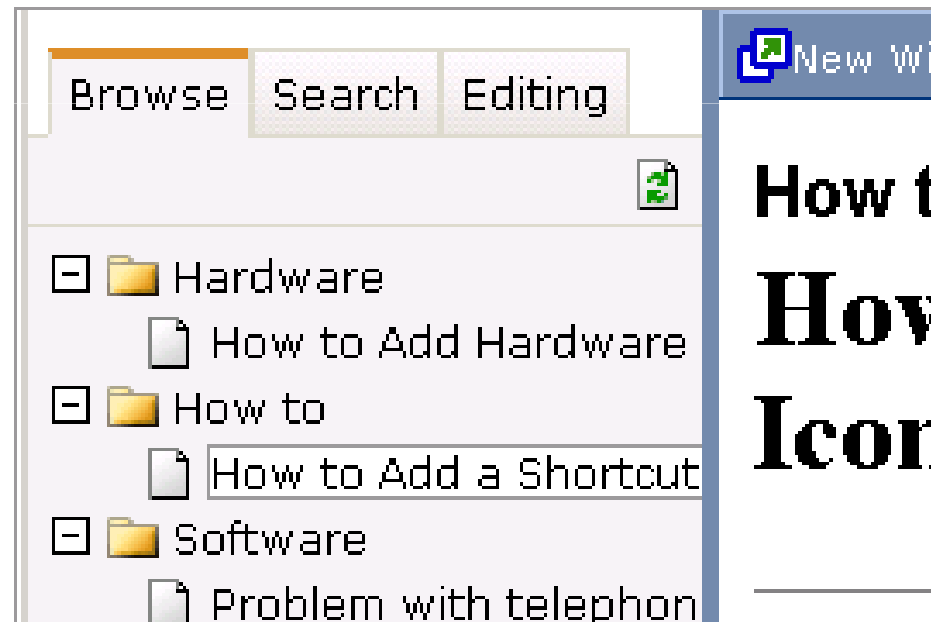
The new editor allows you to format and design you knowledge base articles with ease. It supports numerous visual elements including adding images to your web server. It also supports content copying from your web browser or your text editor (e.g. MS Word).



# Knowledge Base

- **MSDN look-a-like table of contents**

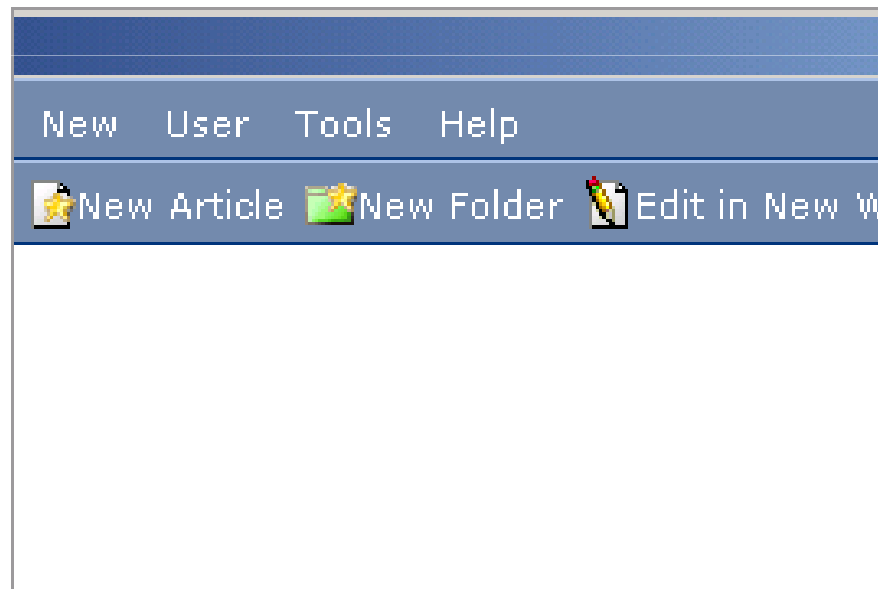
It gives the ability to easily browse your contents. It is easy to use and navigate. The customers will have no difficulties in finding solutions for their issues.



# 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**

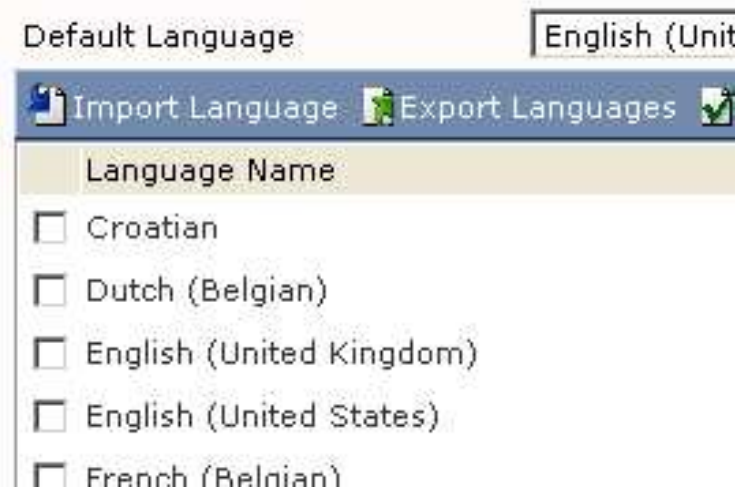
- Closure Classifications By Number Of Closed Incidents
- Incident Origins By Number Of Registered Incidents



# 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.

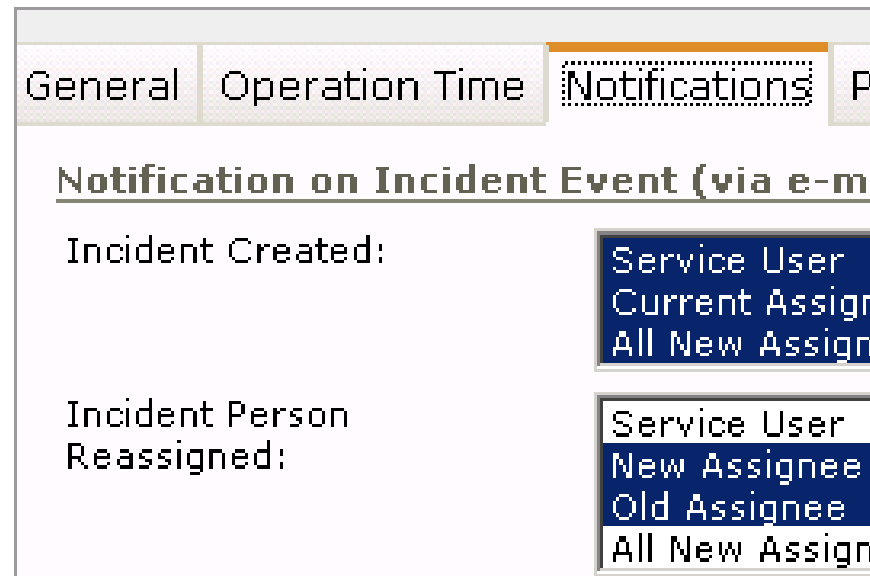
Webpage	<input type="text"/>
E-mail	<input type="text"/>
Language	<input type="text" value="French (Standard)"/>
<b>Telephones</b>	
Business	<input type="text"/>
Other Phone	<input type="text"/>



# 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.



The screenshot shows a software interface with a tabbed menu at the top containing 'General', 'Operation Time', 'Notifications', and 'P'. The 'Notifications' tab is selected. Below the tabs, the text 'Notification on Incident Event (via e-m...' is visible. There are two notification rules defined:

Incident Created:	Service User Current Assign All New Assign
Incident Person Reassigned:	Service User New Assignee Old Assignee All New Assign

# 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.

Operation Time			Notifications	Pri
<b>Hours of Operation</b>				
Day	Starts At	Ends		
<input checked="" type="checkbox"/> Monday	0 : 0	23		
<input checked="" type="checkbox"/> Tuesday	0 : 0	23		
<input checked="" type="checkbox"/> Wednesday	0 : 0	23		
<input checked="" type="checkbox"/> Thursday	0 : 0	23		



# 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.

Priority Escalation
Notify if SLA Exceeded:
<ul style="list-style-type: none"><li>Service User</li><li>Current Assignee</li><li>All Assigned Group Members</li></ul>
Notify if SLA Exceeded:
<ul style="list-style-type: none"><li>Service User</li><li>Current Assignee</li></ul>



# 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.



The screenshot shows a configuration window titled "Active Directory". It contains three input fields: "Active Directory Path" with the value "//pola", "Active Directory Username" with the value "Admin", and "Active Directory Password" with the value "\*\*\*\*\*". Below these fields is a section titled "Active Directory Filter" containing a text box with the following LDAP query: (&(objectCategory=person)(objectClass=L(sn=\*)(sAMAccountname=\*))

# 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.

Import

File

Source File  Destination Group

Column Delimiter  Default Role

Translation Table

# 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



# Questions & Answers