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fully functional
free trials from
www.sitehelpdesk.com

Web browser-based support solutions

SITEHELPDESK.COM

sitehelpdesk.com will take you to the forefront of web browser-based support with three proven products designed to provide you with constant online support, action tracking and self help facilities. Download fully functional trials from www.sitehelpdesk.com

Our products are 100% web browser based and may be installed on your Intranet or Internet web server in minutes. The products provide instant access for call logging or support, from any PC with a web browser. No client installation required.

Shared open source code gives you ultimate flexibility and control. Our intuitive design eliminates the need for expensive training or consultancy. The look and feel of our products are configurable to blend in with your company style and image.

Choices of Microsoft SQL Server or Microsoft Access back-end database allows easy integration with other corporate systems.

SITEHELPDESK

Revolutionise the way your internal support departments operate. Reduce stressful interruptions and empower staff to help themselves. Lowering costs whilst increasing service.
Call management, email integration, traffic light SLA prioritisation, diary, escalation, FAQs and knowledgebase are just some of the features to assist with the support process.
Reports and graphical representations of call statistics keep managers informed in real time from their browser.
Module upgrades available for Facilities Management with inventory and stock control and for Human Resources departments with Electronic Staff Register (ESR) integration.

SITEHELPDESK-IT

Engineered for the internal IT Service Management function, the software provides all the features of sitehelpdesk plus...
Practical application of the ITIL recommendations for Incident, Problem, Financial, Continuity, Configuration, Change and Release Management. Comprehensive registers of all your IT related assets.
Conforms to BS15000 code of Practice for Information Security Management requirements for the maintenance of information assets and includes a real time disaster recovery pack.
Optionally integrates with Microsoft System Centre Configuration (SCCM), Centennial Discovery or our own WMImonitor for total control of hardware and software assets.

SITEWEBDESK

Internet or Extranet based software to enhance or launch your e-trade business. Suited to Business to Business or Business to Consumer traders. Provides all the support logging and management features of sitehelpdesk plus...
Comprehensive customer and product records. Generate firm leads from your website and track their progress to customer status. Provide state of the art customer support whilst reducing the work load and the effect of unpredictable demands on your call centre. Task management and customer satisfaction surveys ensure continual improvements in customer satisfaction.
sitewebdesk will provide you with new opportunities to retain customers, communicate and sell.

EMLmonitor

Embraces the email culture to generate tickets from emails. This product ensures that all two way email communications are recorded in the help desk tickets. Email ticketing and web access makes your help desk available 24x7.

SLAmonitor

For companies serious about Service Level Agreement monitoring and reporting. This application add-on will monitor and create alerts when thresholds are exceeded. It ensures you provide a prompt and consistent response within end user or customer expectations.

WMImonitor

Network management from your browser. This application may be run as standalone or as a fully integrated add-on to sitehelpdesk-IT or sitewebdesk. Complete hardware and software auditing, capacity and configuration.

For more information visit
our website at
www.sitehelpdesk.com
or contact us at:

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SITEHELPDESK.COM

sitehelpdesk
Internal user support

- ✓ Suitable for any internal support department
- ✓ Satisfaction feedback
- ✓ Support FAQs and Knowledgebase
- ✓ Template Calls (single or multiple)
- ✓ Collaboration links
- ✓ Follow up scheduling
- ✓ Time and Expense records and billing
- ✓ Email notifications
- ✓ Smartphone device access
- ✓ Report, Graph and 3D Chart Generators
- ✓ Fully audited call events and time spent
- ✓ Customisable look and feel
- ✓ Spell checker
- ✓ Active directory integration
- ✓ End user call logging and tracking.
- ✓ Selfhelp facilities such as FAQ's, Links and scripted questions

sitehelpdesk-IT
Internal user support and asset management

- ✓ IT Service Management helpdesk to ITIL recommendations
- ✓ Integrated Incident, Request, Event, Problem, Change and Release Management with relationship links.
- ✓ Flexible CMDB for multi CI's
- ✓ IT registers including inventory, IP address, floor port patching, backup, restore and off site media archiving
- ✓ Asset Management, Maintenance and warranty
- ✓ Fully audited Hardware life cycle tracking
- ✓ Stock registers with loans and issues tracking
- ✓ Disaster Recovery records
- ✓ Insurance valuations and DR Pack reports
- ✓ Integrates with leading PC auditing tools

sitewebdesk
External customer support

- ✓ Third party customer support
- ✓ Suitable for integration with Internet web sites
- ✓ Customer account management features with follow ups, events and attachments
- ✓ Contact management
- ✓ Product/Service records
- ✓ Flexible Time recording and billing multipliers
- ✓ Optional inventory and stock records
- ✓ Customer hierarchy management
- ✓ Customer call logging and tracking. Self help facilities such as FAQ's, Links and scripted questions
- ✓ Customer Satisfaction Surveys
- ✓ Enhanced smart phone interface for customer management in the field

EMLmonitor
Incoming email integration

- ✓ Incoming email tracking converts emails to call tickets
- ✓ POP3, IMAP4, AMAPS / SSL Interface
- ✓ Imports attachments
- ✓ Incoming replies added as call events
- ✓ Automated replies to requestor with call ID
- ✓ Options to ignore email subjects such as auto replies
- ✓ Manual and automated service interfaces

SLAmonitor
Service level monitoring and reporting

- ✓ Enhanced Service Level Agreement monitoring
- ✓ Escalation alerts on response and fix times and diary events
- ✓ Tracking with traffic light indications
- ✓ Email notifications when thresholds exceeded
- ✓ Enhanced SLA reporting by SLA category, priority, operator, customer and other parameters
- ✓ Stop the Clock features
- ✓ Define core support hours
- ✓ SLA performance dashboards

WMImonitor
Hardware/software inventory management

- ✓ Configuration and Capacity Management
- ✓ Integrates with sitehelpdesk-IT, sitewebdesk or install standalone
- ✓ Comprehensive system configuration collections
- ✓ Change history tracking
- ✓ Email notifications and online reporting of changes
- ✓ Software licence tracking for legal compliance
- ✓ Advanced queries, reporting and 3D charts
- ✓ User defined forms to capture more information
- ✓ Audits all Microsoft platforms

Benefits

Our products provide enhanced functionality to solve some of the main challenges facing support functions.

- ✓ Consolidating support requests from email, telephone and web forms.
- ✓ Improved efficiency and lower costs.
- ✓ Free up staff to allow them to focus on resolving issues.
- ✓ Reduce the stress of constant interruptions and requests for progress reports.
- ✓ Meet unpredictable demands, especially during system outages or new product launches and providing on-line support 24 hours a day.
- ✓ Saving your support costs by reducing the need to increase telephone support services.
- ✓ Make the life of support staff less complicated with intuitive workflows.
- ✓ Ensure full, complete and accurate records are maintained.
- ✓ Increase the support service profile with accurate call volumes and statistics available real time and on line.
- ✓ Continual service improvement with feedback and satisfaction surveys.

Recommended System Requirements

Software resides on a web server (may be virtual) with client access from a web browser.

Typical Hardware Requirements
- 3 GHz Processor
- 3 GB RAM +
- 2 GB Hard

Software Requirements
- Internet Information Server (IIS) 4 or above

Database Engine
- Access 2000 (default)
- MS SQL Server (any version)

Support Staff and Client Access
- Web browsers
- Smart phones