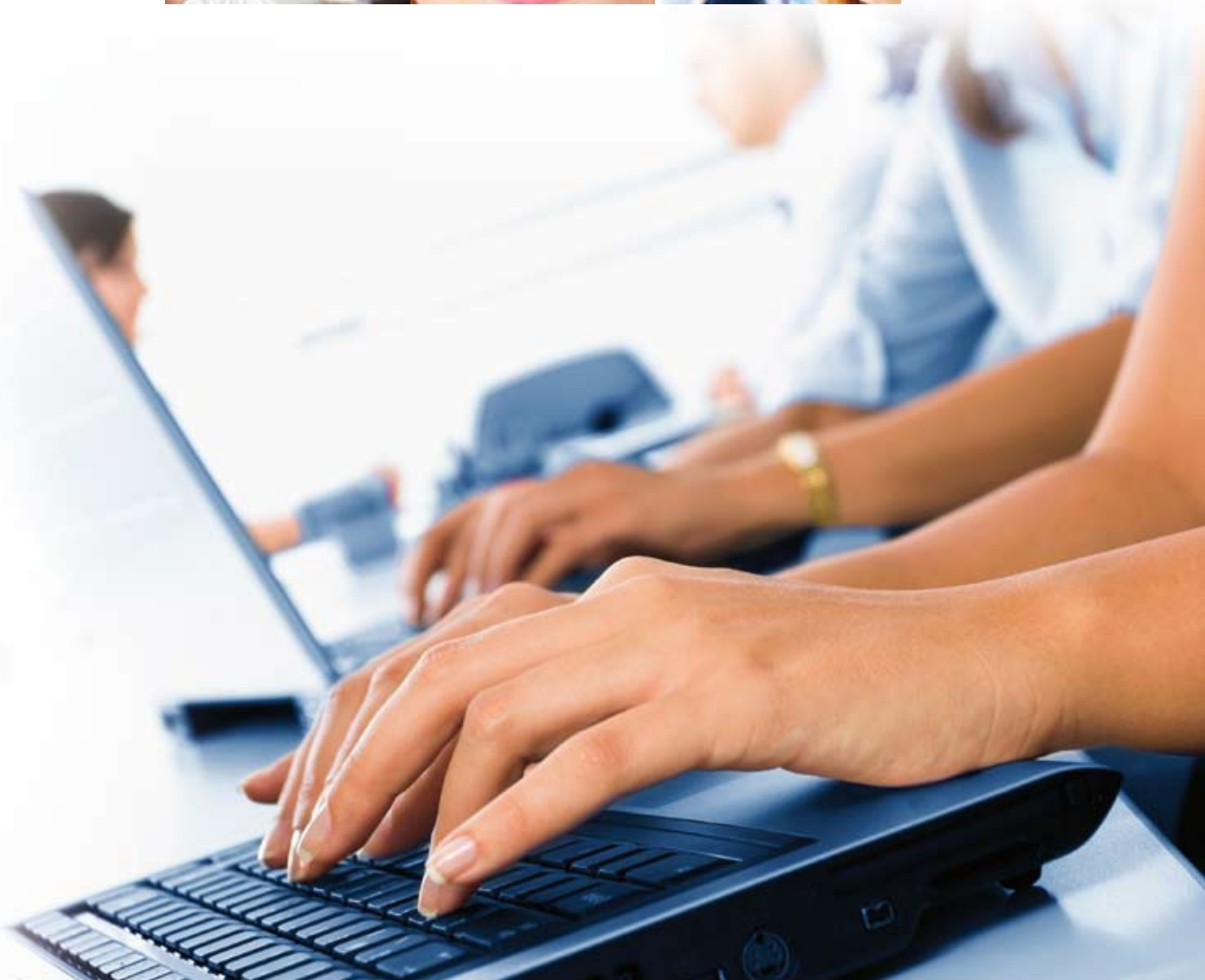


SuperOffice eJournal

For IT Help Desk



SuperOffice®

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“Help desk” refers to an organization’s system of dealing with service requests and error reports.

“Help desk” applies to both internal and external customers.

In small organizations, IT managers may simply receive phone calls about errors. In larger organizations, where errors are frequent, this becomes inefficient. For maximum efficiency, IT managers need to address problems based on priority, not whenever somebody calls.

SuperOffice eJournal IT Help Desk helps IT manage, sort, and deal with service requests using the most efficient methodology, resulting in lower overhead and higher end user satisfaction.



‘Self service’

The application includes a complete Internet gateway and can be easily integrated into existing Internet and intranet pages. Customers can easily serve themselves in the online customer centre. Specific data is stored about each customer, including inquiry status, history and purchasing history. The data is continually updated. This means that users can keep themselves up to date and receive answers to questions which otherwise would result in a telephone inquiry to the IT department.

- AutoFAQ (Frequently Asked Questions)

FAQ is a dedicated database containing relevant cases, previously answered questions and tips that the IT department wants to publish. FAQ contains a search engine, which helps the user find related issues based on key words, times, industry etc. It is easy for the IT department to place information in the FAQ base. They can also subdivide the FAQ base into industry, product and problem to make searching easier.

- Advanced forms

It is important that case registration is as simple as possible. The more pre-completed information the better. This can be adapted to each IT department’s requirements, so that forms match a product portfolio, service agreements etc.

- Documentation

It is easy for IT departments to make documentation such as User Guides, Maintenance Guides and Bugs/Fixes publicly available.

Service desk

The service desk fields fault messages, operative problems, user enquiries, amendment requests, etc. Inquiries can come from 0 line, telephone and e-mail.

When a case is registered, the user will automatically receive a confirmation and a case number. This allows customers to track their case from their own web pages. All communication and activity in a case is logged, so that the history is saved.

- **Intelligent allocation**

New cases are allocated to IT employees using user-defined keys. The keys can be based on content (key words), geography/language, workload, efficiency, product groups or combinations of these. This allows for efficient exploitation of resources and minimizes the number of case transfers.

If an employee is not present, cases will automatically be allocated to others.

- **Escalation/prioritization (SLA)**

Individual escalation routines can be set up based on SLA per user/user group with SMS notification etc. This ensures that critical problems are handled within the agreed deadlines.

- **Case management**

When a case is registered, the user receives confirmation that the case has been received. SuperOffice eJournal provides IT employees with excellent oversight of users' open/closed cases, in addition to data from the equipment database. IT employees can use both the FAQ base and the entire case database to search for similar or identical cases, to avoid repetition of previously carried out work.

All communication between users and the IT department is recorded in an inquiry journal and is stored in an existing case/ticket. Cases/ tickets are set up if there wasn't one set up previously. This means that all history is easily accessible in a single screen, so that users can at all times add comments via the web page. IT workers decide which messages the user can access and read in each inquiry. Internal communication can therefore be hidden, while replies to inquiries are published in the user centre. Assignments are easy to reallocate if an IT employee logs off or finishes work.

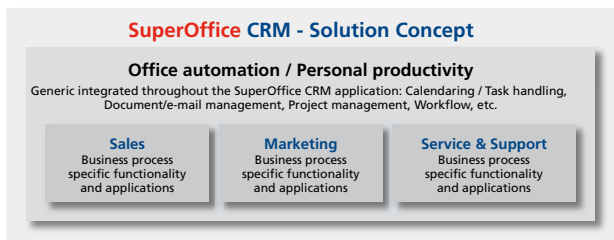


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SuperOffice CRM

SuperOffice eJournal is an integrated part of the SuperOffice product portfolio, covering business processes and functionality within personal productivity, marketing, sales, service & support and management.



The SuperOffice CRM solutions are leading in Europe and are used by more than 11.000 organizations to support, automate and improve all customer oriented business processes. For more information on other SuperOffice products see www.superoffice.com or contact a local SuperOffice subsidiary or partner.

System requirements

See technical documentation available on www.superoffice.com.

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