



Tele-Support HelpDesk

Inquiry Tracking

Every call is tracked from initial inquiry to problem resolution. Inquiry history makes it easy to reopen an already closed inquiry. HelpDesk can detect if the inquiry's subject already exists and eliminate duplication and additional effort by your support staff. Quick find feature speeds contact look-up. Open inquiries stay on screen until finished. System tracks number of inquiries opened and closed each day.

Real Time Call Forwarding

Inquiries can be forwarded to any operator or department. If forwarded to a department, the inquiry is opened on the workstation for next available operator, ready for them to pick up the phone and handle the situation or problem. Referral system tracks who is logged on. Callbacks to be scheduled for any date, time, and staff member. Calls can be assigned on a next available basis. Referrals can automatically notify the receiving staff member via email for easy notification of staff not logged into HelpDesk

Intake Forms

You will now have the ability to design what is called 'Intake Forms'. These are user-designed forms whose purpose is to ask and store questions and answers as part of the inquiry record, predetermined critical and important information that pertains to a particular type of problem or issue. You may develop and use as many types of forms as may be needed in your organization and assign (link) multiple forms to a single inquiry. Fields on a form may be declared mandatory (desired) or optional.

Example: Your company sells and supports software applications. Incoming issues may fall into the categories of installation, configuration, reporting, or operating system. So when a call comes in that involves 'configuration issues', you would quickly select the configuration form and link it to the inquiry. This form would have questions specific to this type of problem, such as operating system in use, problem occurs at one or all workstations, problem is recurring, operating system version, software version, etc.

This feature means you have unlimited information that you can acquire and linked to an inquiry in a format that best suits your organization's needs. This is power!

Hot Tips Knowledgebase

Hot Tips knowledgebase base may use either Rich Text or HTML documents, located on a local hard drive, a company's intranet, or on the Web. Using HTML also means that you can implement branch scripting via hyper links within HTML documents. You will have the ability to view and attach any Windows files via the internet email module. Have your clients using and/or sharing the same HTML hot tips as you use internally.

A proprietary search algorithm finds help files from the natural language description of the problem. Help files can be read by the operator, or emailed to the caller with only a few keystrokes. Email both text and graphic files. *Don't answer the same questions over and over.* Solutions are just a click away!



HelpDesk Post Office - (built-in email processing)

We've brought the complete email system, both inbound and outbound, under the control of HelpDesk with built-in email processing, and dedicated solely for HelpDesk's use. This means that outgoing mail can be sent from a global 'support department' but still maintain individual staff names.

Inbound email may be easily routed to the 'responsible' staff person handling a particular inquiry. Easily attach an email to an existing inquiry or create a new one with the information contained.

It allows single inbound email address to be shared by entire support staff and for the routing of inbound email.

Inbound email will automatically link to inquiries, including attachments (which will be filed according to a user defined scheme), along with full message information.

Watch for version 3.1 enhancements that will include the ability to create and add Email Templates and Signatures. Spell check will be added to outbound email.

Contract & Pre-Paid Support Tracking

This feature allows you to store in your contact manager information about service contracts. You determine the type (per hour or per incident), expiration date or 'must use by' dates, and user defined break points where you are warned and/or blocked from opening an inquiry. Example, warn me when contract time becomes 30 minutes or less or time until reaching expiration date is 15 days or less. You determine the break points and the action that is to happen. Time and/or incidents will be updated back to the contact manager. In the contact manager, you will be able to set filters and call or make lists of impending contract expirations.

Inquiry "Alert" System

There are certain conditions that a HelpDesk user would like to know. HelpDesk now puts icons in an alert column for the following conditions.

A "red dot" is inserted to indicate that the owner of an inquiry has not yet opened and read it's contents. Until that operator opens the inquiry, the icon will remain. That let's a helpdesk operator quickly see which inquires are unread by them since being assigned to them and let's management see system wide if inquiries are being left idle or unread.

A "chain link" is inserted to indicate that there is either a new email that has been attached to the inquiry or a new linked file has been attached.

A "form" is inserted to indicate that there is a new Intake Form has been created for this inquiry.

Once the operator enters the inquiry, these alert icons are automatically cleared.

User Defined Fields in Inquiry Record

You have the ability to add new user defined fields that are part of the inquiry record itself. Some of these fields are indexed so that they can be used as lookup fields. These fields will also be available in custom designed reports.



Internet Email

This feature provides for sending outbound internet email using any windows MAPI compliant email client, such as Explorer, Outlook, Eudora, Exchange, etc. You will be able to send messages, hot tips, or attachments of any kind via Email. This email will be logged in the new Link Database (see below) and the message body will be preserved. You'll be able to quickly browse all emails per inquiry or client in the Link Database.

Drag and drop of inbound email and attachments directly from Outlook and other mapi email programs to the "links" database in HelpDesk is supported. You may optionally wish to use the new HelpDesk Post Office "new" in version 3.0.

Links Database

This allows you to link almost anything to an inquiry record and to the contact record as well. This includes anything you can drag and drop from your windows desktop or applications, including shortcuts, documents, spread sheets, graphics, web URL addresses, ANYTHING. Also included is a special type record, the email linked record, which will preserve the message body content for easy reviewing both inbound and outbound email for this inquiry/contact. If you are using HelpDesk Post Office, inbound and outbound email linked to inquiries will also be found in the Links database and shown individually attached to individual inquiries.

RMA Database

A special database to hold information regarding RMAs. You'll easily record (using a user defined RMA numbering system) RMAs and report information from this file.

Known Issues "Bug" Database

Don't spin your wheels researching or looking up known problems. Check the 'bug' database. Contains fields such as when reported, nature of the problem, who is responsible for it, expected completion date, and customers waiting on the 'fix'.

New in 3.0 is the ability to utilize Known Issues for other uses, including recording "wish list items" from internal staff or customers, "suggestions" from customers and staff, "documentation" or "other" types of information you wish to manage its development.

We use it inhouse to manage bugs, new features, the versions in which they will be included, priority, and quality assurance and testing managed by priority and status. Check back or email for a case study being developed on this versatile feature set.

Launch Menu

Configure any external application and easily launch it from our 'Launch Pad' icon or menu bar.

Configurable Inquiry Screen

The Open Inquiry screen is now highly configurable, allowing you three custom views of all data, tabs for products, RMAs, Links, Time Logs, and History Records.

We have Original Problem Notes which contains a text description of the problem as first described, and Resolution Notes, where notes relating to the problem solving are kept. Also, you can use Intake Forms (as described above) to further enhance you view of pertinent information. We've added functionality to the timer, allowing you to stop it if you walk away from your desk (under supervisor control) with a flashing timer indicating its 'stopped' mode.

Configurable History Queue Filtering

The History Queue has a 'quick' filtering system to allow you to quickly find the closed inquiry you are seeking. It filters by date range and a number of other search values allowing quick filtering with each key stroke. Makes for faster response in finding the information you want.



Priority Escalation System

A few new additions to the escalation system, including a 'drop dead' date to flag specific inquiries as to their special status and special escalation date. The system will allow you to define priorities and select when they are to be escalated, how they will appear (color change) and if they should be rerouted to a different person or department. Automatically generate email notification at user defined priority levels. Example, when reaching 'Critical' notify assigned user and Department Manager with full details. Is managed by a separate escalation 'server' that can be dedicated to this task, removing valuable processing tasks away from individual helpdesk users.

Report Writer Management Reports

Many analysis reports are provided in Crystal Reports format, making it easy for you to use our formats to generate your own reports. Optional time log tracking allows summary reporting that tells you exactly who takes how long to complete specific problems. Prevention report allows you to improve documentation and systems to guide product development and knowledge-base text. Report on inquiries open/closed/all per timer period by category, product, client, priority, or operator. Complete time tracking reports as well as detailed billing report/analysis. Prevention notes by product and company.

The supplied reports will come with 'source' so that you can copy and modify our reports to make your own. The internal file structure for HelpDesk is Microsoft Access so that you can use any report writer that reads Microsoft Access files. Most all information you will need will be found within our own data files eliminating the need to link external sources.

To modify Crystal Reports, you will need to purchase Crystal Reports Report Designer. This is not included with Tele-Support HelpDesk. Only 'run time' files are included with HelpDesk.

New reports scheduled include Dispatching, Graphing, Open Call Analysis, Resolution Analysis, and more.

Support for GoldMine's Client Server Solutions

This is an optional module available with version 2.2, 3.0 or higher.

Contact Manager Interface

With GoldMine, TeleMagic, or ACT! you'll be able to display and/or edit over 40 fields from the contact manager. With GoldMine, you can display an open inquiry in GoldMine's Pending tab and then have it moved to the History tab upon completion. ACT! and TeleMagic allow for activity history stamping as well. These features allow for non HelpDesk staff to have a 'heads up' awareness of HelpDesk issues without having to go into the HelpDesk module itself.

Scripting engine

We've added a scripting engine with version 3.0. Initially you'll be able to use this feature to define expressions for default "priority" and default "billable". Use java script or visual basic script to form expressions to return information used to decide these default values. In version 3.1, you'll be able to write powerful expressions and assign to buttons or events that will give you power to run external programs and processes and pass information from HelpDesk to these programs, or to send email, or to pop up messages. (Example: when an inquiry is started, and the contact manager information says his sales are greater than #100,000 or the customer is the owner's mother and/or pop up a message that says "VIP". (You get the idea).

Other Features and Improvements

- * Improved system, administration, and user setup.
- * Contact managers do NOT have to be open on the desktop to be used by HelpDesk users.
- * Updates, upgrades, additional user counts, can all be done over the web.
- * On-line help. One click web updates.
- * And more.....

Features in next release.....



HTML Emails

Create outbound emails in HTML via our easy to use WYSIWYG HTML editor. Include or reference graphics. Use a logo, add color, and choose font type and font color.

Email Templates and Signatures

Design, develop, and store email templates for specific types of emails. You'll be able to design a message to fit each situation. You'll also be able to merge data from the open inquiry, including contact data, into the email.

Also, choose from a list of developed signature lines, choosing either global signatures or one associated with a particular HelpDesk operator.

Spell Checking

We're adding a full featured spell checker that can be used in various parts of the program, including Original Problem and Resolution Notepads, Hot Tips, Email, and Known Issues.

Bulletin Board System

Setup one or more bulletin boards and apply sticky notes to each. Ability to assign them to departments or global. Different boards for different usages. This is a great way to share announcements and general information among HelpDesk operators.

"Sticky Note" System

This gives you the ability to attach a "sticky note" to an inquiry, easily flagging the inquiry with a special message for others to see.

Tele-Support HelpDesk - Technical Requirements

Network Server Operating Systems

Tele-Support HelpDesk has been tested under, Windows NT, Windows 98, Windows 2000 & 2000 Server, Windows 2003 Server, Windows XP (home and professional), Terminal Service, Citrix Metaframe. Limited support for Novell and must have long file names enabled.

Workstations

Supported workstation operating systems are Windows 98, Windows 98ME, Windows 2000, and Windows XP.

Tele-Support HelpDesk counts concurrent users. A site that uses three shifts of five helpdesk operators need buy only a five user license. Typical HelpDesk installations will be 5 to 100 helpdesk operators. With the assistance of a fast network, up to 100 users should be able to use helpdesk at one time.

For more information:

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Visit our Web Site www.asap-group.com for Demonstration downloads