HELP!Desk

Software for Technical Support and Customer Service

- **Client Profiles**
- **Call logging with activities**
- **Customer satisfaction surveys**
- **Automatic tickler system**
- **More than 60 pre-defined reports**
- **Knowledgebase with graphic image support**
- **Hardware and software inventory by configuration**

Client Profile - Mr. Dwight Babcock - (1 of 3)

Client: Babcock, Mr. Dwight   (NSS01)   Calls: 8
National SuperStores   GOLD 08/30/97
908 555-1900 x3940   Personnel Manager

Call Date	Time of Call	Priority	Status	When	Call #	Technician
01/29/97	0905am	3	CLOSED	01/29/97	1126	PETE
10/17/96	1014am	3	CLOSED	10/17/96	973	PETE
09/26/96	0410pm	3	CLOSED	09/27/96	705	TINA
09/26/96	0327pm	3	CLOSED	09/26/96	698	PETE
09/16/96	1145a	6	CLOSED	09/16/96	34	FRANK

Problem

He's printing a PCL graphics file to the laser printer and getting garbage output. It used to work fine.

Resolution

The printer was recently upgraded with Postscript and was set to Post
reconfigure the printer to autodetect the type of print job. Once that wa
files both printed properly.

Configuration	Type	Brand	Model
Main	COMPUTER	Gateway 2000	486DX2
Main	KEYBOARD	Gateway 2000	Anykey
Main	MODEM	Practical Peripheral	PM1440

Configuration	Type	Manufacturer	Produc
Main	DISASTER PLAN	Chubb	CHUBBF
Main	DOS	Microsoft	MS-DOS
Main	ENVIRONMENT	Microsoft	Window

Client Profile Window

View Client Hardware & Software

Automatic Date/Time Stamping

Activities allow you to track each step taken in the resolution of a call. You will know what each technician did, and how long it took.

Referrals are used to notify personnel or departments that a call contains pertinent information, without reassigning the call.

Surveys allow each call to be rated by the client. A great way to quantify the success of your support center.

Retrieve valuable client information including support contract, call history and computer system configuration.

One button access to client notes, e-mail addresses and phone numbers.

Automatically generated call numbers give technicians a reference number for customer problems.

Customizable drop-down lists enforce consistent data entry. Add to tables on the fly or through table maintenance.

Call # 1126

Time of Call: 01/29/97   09:05 am   Client: Mr. Dwight Babcock
Problem: He's printing a PCL graphics file to the laser printer and getting garbage output. It used to work fine.

Category: H   HARDWARE   Last Update: 01/29/97
Subject: Printer Setup   Technician: PETE
Product: LaserJet 4
Priority: 3   Important
Resolution: The printer was recently upgraded with Postscript and was set to Postscript mode. We needed to reconfigure the printer to autodetect the type of print job. Once that was done, PCL and Postscript files both printed properly.

Res. Code: Modified Configuration
Status: C   CLOSED   When: 01/29/97   10:26 am
Duration: 37   Charge: $56.25
Addl Time: Addl Chrg: $.00
RMA Number: Add to solutions when closed: N

Buttons: Add, Edit, Delete, Search, Goto, Next, Previous, Activities, Calls, Link, Unlink, Help, Exit

0 Referrals   1 Activity   2 of 5   CLOSED   01/29/97   1026am

Call Window

Ever forgotten a follow-up call or missed an important client contact? HELP!Desk includes an automated tickler system to make sure you never forget critical tasks or miss a deadline.

www.coastaltech.com

HELP!Desk is powerful, yet easy to learn and easy to set up. You can be up and running a multiuser help desk in just a few hours - even with customized screens and tables!

Client Window

Use HELP!Desk to support both internal and external clients.

Track service contracts by expiration date or time allotment. When tracking by time, HELP!Desk automatically computes the remaining contract allotment after each call is closed.

An *Expired* indicator allows technicians to easily enforce support contract requirements. Standard reports can notify management of clients with expiring contracts.

- The integrated knowledgebase allows technicians to quickly search for solutions based on your call history. Solutions can also be added to the knowledgebase manually. Have diagrams or other graphical information? Our knowledgebase makes image storage and retrieval a snap!

- User-definable field labels allow you to customize HELP!Desk for your organization. And it only takes a few minutes to do it! Since terminology can be changed, HELP!Desk can be easily adapted to the needs of organizations that support non-computer related products.

- Bulletin Boards allow technicians to easily share information.

- The Open Calls List allows technicians to quickly view all open calls assigned to them. New additions are color-coded until they are acknowledged by the technician.

- Inventory can be tracked by configuration, enabling you to move entire computer systems from one client to another. Additionally, HELP!Desk lets you maintain a "house" inventory of all components not assigned to clients.

- Password security gives you complete control over each user's access to program functions and data.

- Do call trends indicate your clients need training? HELP!Desk maintains multiple training schedules so you can easily refer clients to the classes they need.

Reporting

With more than 60 pre-defined reports, you're sure to find the ones you need in HELP!Desk. How many calls were closed last week? What products are people having the most trouble with? How many laser printers do we have? How many calls were open for more than two days? Which clients call most frequently? These questions and many more can be easily answered with HELP!Desk. Track response time, print mailing labels, compute support charges, be aware of expiring service contracts and warranties. It's all so easy with HELP!Desk.

60 DAY MONEY-BACK GUARANTEE
60 DAYS FREE TECH SUPPORT

Your customers demand the best support. So should you.

Try our software, try our support. You'll be impressed. *Guaranteed.*

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